

4.2 Complaints Against Third Parties

Objective

Provide a short statement on the objective of the policy.

Policy

1. Any member of the public wishing to make a complaint against a third party are required to lodge the complaint in writing.
2. The complainant is to be advised that Council may only take action on the complaint when he/she agrees to his or her name being recorded as the complainant.
3. This policy is designed to eliminate frivolous complaints and complaints that are sometimes lodged because of ulterior motives.
4. Council's staff are authorised and expected to use discretion in the implementation of this policy.
5. Written complaints are to be forwarded to the relevant Executive Manager and follow up action detailed on the bottom of the complaints form.

Authorisation Details

References:	Nil		
Authorised by:	Council		
Date:	27 June 2003	Item No.	9.1.3
Review/Amendment Date	29 June 2018	Item No.	9.2.4
Next Review			
Responsible Directorate	Chief Executive Officer		
Responsible Officer	Manager Customer Experience		
File No.			