

## Shire of Mundaring

# POLICY

### COMPLAINTS MANAGEMENT SYSTEM

<b>Policy Ref:</b>	<b>AS-02</b>		
<b>Committee Rec:</b>	SLT14.6.07	<b>Date:</b>	14 Jun 2007
<b>Adopted:</b>	C8.09.07	<b>Date:</b>	25 Sept 2007
<b>Amended by:</b>		<b>Date:</b>	
<b>Reviewed:</b>	Once per Electoral Cycle	<b>Date:</b>	24 August 2010
<b>Policy Ref:</b>	Complaints Management Procedures	<b>Delegation Ref:</b>	Council 25/9/07
<b>Statute Ref:</b>	s5.50 <i>Local Government Act 1995</i>		
<b>Other Ref:</b>	Based on the Australian Standard for Customer Satisfaction – Guidelines for complaints handling in organizations (ISO: 10002:2004,MOD)		

#### PURPOSE

This Policy is designed to assist the Shire to record, respond to and manage complaints.

#### POLICY

The Shire of Mundaring is committed to handling complaints in a way that is responsive, efficient, effective and fair.

The Chief Executive Officer is responsible for the operation of the system and the achievement of these objectives.

#### OBJECTIVES

The objectives of this policy are to:

1. Ensure commitment to efficient and reasonable resolution of complaints.
2. Ensure the privacy and fair treatment of all parties.
3. Provide a framework for the recording and analysis of complaints to assist with continuous improvement of policies and work practices.
4. Develop an organisational culture that accepts complaints as an opportunity to improve service to the community.