

1.4 Complaints Handling

Policy Owner:	Corporate Services and Governance
Person Responsible:	Human Resources Coordinator Executive Manager Corporate Services
Date of Approval:	15 April 2009
Amended:	26 October 2016

Objective To eliminate Shire involvement in frivolous, vexatious or complaints with an ulterior motive.

Policy The Shire will only take action on complaints in regard to third parties in writing with the inclusion of the complainant's name and address. All action in relation to complaints shall be implemented in accordance with Freedom of Information and Privacy legislation.

All external complaints in relation to the Shire's operation are dealt with by the Human Resources Coordinator.

All external complaints in relation to conduct of Elected Members are dealt with by the Executive Manager Corporate Services.

Any Public Interest Disclosures are dealt with by the Executive Manager Corporate Services.