

## 1.4 *Complaints Handling*

---

<b>Policy Owner:</b>	Corporate Services and Governance
<b>Person Responsible:</b>	Human Resources/Payroll Officer Executive Manager Corporate Services
<b>Date of Approval:</b>	15 April 2009
<b>Amended:</b>	26 October 2016

---

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

**Policy** Council 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 Council's operation are dealt with by the Human Resources/Payroll Officer.

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.