



CHARTER OF HUMAN RIGHTS AND RESPONSIBILITIES – COMPLAINTS HANDLING PROCEDURE

1. Purpose of this Procedure

This procedure is designed to deal with any complaint received by the Council in relation to Council not meeting its obligations under the Charter of Human Rights and Responsibilities Act 2006.

2. Logging of complaint

In order to track all complaints received they will be entered into the Council's C.I.C. customer contact system. It is the responsibility of the officer who received the complaint to ensure that it is logged into the system.

3. Dealing with a complaint

The complaint will be dealt with by the relevant Program Manager, that is, the Manager who has responsibility for the service, policy or local law that is the subject of the complaint.

4. Early resolution

Where the complaint involves a communication problem or misunderstanding, the matter can be resolved informally by the relevant Manager talking with the complainant, or by calling in other parties who can offer advice or clarification.

5. Complaint investigation

Where a complaint needs to be investigated, it will be investigated by the relevant Program Manager. The investigation will include: -

- A review of the Charter of Human Rights and Responsibilities provisions;
- A review of the relevant Council policy, local law or service delivery plan/methodology;
- A review of any relevant Council procedure;

- Seeking advice from internal and external sources ;and
- The preparation of a written report that will form the basis of a response to the complainant.

6. Response

A written response to the complainant will be made by the relevant Program Manager within the Council's customer service charter provisions, or where that is not possible, and a response time has been agreed with the complainant, within that agreed timeline.

7. Review of response

Where the complainant is not happy with the response received from the relevant Program Manager, the complainant can ask for the matter to be reviewed by the Director to which the Manager is answerable to. The Director must review the decision made within 21 days of receiving a request. In conducting this review and making a response, the relevant Director will consult with the Chief Executive Officer.

8. Advice

Any office dealing with a complaint regarding the Charter of Human Rights and Responsibilities can seek advice as required from available sources, and in particular from the : -

- Victorian Department of Justice;
- Victorian Equal Opportunity and Human Rights Commission; and
- Victorian Ombudsman.