

## What if I am complaining about a Councillor or the Mayor?

A complaint about a Councillor must be made in writing and addressed to the Mayor with a copy to the CEO.

A complaint about the Mayor must be made in writing and addressed to the CEO.

## What if I am complaining about the Chief Executive Officer?

A complaint about the CEO should be directed to the Mayor in writing.

## Complaints against staff

All complaints against staff alleging serious misconduct should be directed to Council's Protected Disclosures Coordinator and marked 'Strictly Confidential Protected Disclosure.' These will be dealt with in accordance with the *Protected Disclosure Act 2012*.

## Protecting your privacy

We handle personal information in accordance with privacy laws and will use the information you provide only for the purposes of managing your complaint through the complaint resolution process in accordance with the *Privacy and Data Protection Act 2014*.

To view our privacy statement visit [www.whitehorse.vic.gov.au/Privacy-Statement.html](http://www.whitehorse.vic.gov.au/Privacy-Statement.html)

## Further references

*Victorian Charter of Human Rights and Responsibilities Act 2006*: [www.whitehorse.vic.gov.au/Victorian-Charter-of-Human-Rights.html](http://www.whitehorse.vic.gov.au/Victorian-Charter-of-Human-Rights.html)

Council's *Protected Disclosure Act 2012* Procedures: [www.whitehorse.vic.gov.au/Corrupt-or-Improper-Conduct-Procedures.html](http://www.whitehorse.vic.gov.au/Corrupt-or-Improper-Conduct-Procedures.html)

All above mentioned acts and policies are available on Council's website at [www.whitehorse.vic.gov.au](http://www.whitehorse.vic.gov.au). Please contact Customer Service on 9262 6333 should you require further assistance.



# Whitehorse City Council Complaint Resolution Process

## Acknowledgement of Country

In the spirit of reconciliation, Whitehorse City Council acknowledges the Wurundjeri people as the traditional custodians of the land. We pay our respects to their Elders past and present.

## Contacting Council

### Postal Address

Whitehorse City Council  
Locked Bag 2  
Nunawading Delivery Centre 3131  
Telephone: 9262 6333  
Fax: 9262 6490  
NRS: 133 677 *then quote*  
9262 6333

*(Service for deaf or hearing impaired people)*  
TIS: 131 450  
*(Telephone Interpreter Service. Call and ask to be connected to Whitehorse City Council)*

### Email

[customer.service@whitehorse.vic.gov.au](mailto:customer.service@whitehorse.vic.gov.au)

### Website

[www.whitehorse.vic.gov.au](http://www.whitehorse.vic.gov.au)

### Service Centres

Whitehorse Civic Centre  
379-397 Whitehorse Road  
Nunawading 3131

Box Hill Town Hall Service Centre  
Box Hill Town Hall  
1022 Whitehorse Road  
Box Hill 3128

Forest Hill Service Centre  
Shop 275  
Forest Hill Chase Shopping Centre  
Canterbury Road  
Forest Hill 3131

## Sustainable and Proud of It

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Whitehorse City Council is committed to providing excellence in customer service. Customer feedback is welcome and assists us in improving the services we provide to the local community.

Our aim is to effectively manage the feedback we receive. This guide was developed to assist customers through Council's complaint resolution process.

## What is a complaint?

A complaint is expression of dissatisfaction that is related to services provided by Council – be it quality, policy or procedure. It does not cover decisions made by Council at formal Council meetings.

## What is not considered a complaint?

- A request for service (e.g. accessing a new service, seeking advice or informing Council about something within its responsibilities)
- A request for information, documentation or explanation of policy/decision
- Reporting damage or faulty infrastructure (e.g. pothole)
- Reporting a hazard (e.g. fallen tree)
- Reports concerning neighbours or neighbouring properties (e.g. noise) – contact the Dispute Settlement Centre instead: 8803 8533
- Lodging an appeal in accordance with a procedure or policy (e.g. parking infringement appeal)
- A claim for compensation

Please contact Council's customer service staff on 9262 6333 or [customer.service@whitehorse.vic.gov.au](mailto:customer.service@whitehorse.vic.gov.au) and a customer request for the matter will be entered.

## Complainant conduct

We require your respect, cooperation and assistance in providing further information requested by Council staff while investigating your complaint. Failure to provide assistance will result in the complainant losing the opportunity to seek an internal review on their matter of concern.

The Chief Executive Officer (CEO) may determine that a complaint will not be investigated if:

- there is insufficient information available or the complainant declines to provide adequate information
- it relates to a decision of Council
- it relates to actions or conduct of private individuals, companies or neighbourhood disputes
- it relates to conduct before a court or tribunal
- it relates to a matter under investigation by the Minister of Local Government or any other government department
- it relates to the appointment or dismissal of any employee or an industrial or disciplinary issue
- repeated aggression is displayed or threats are made against Council or council staff
- the matter is considered frivolous, vexatious or not made in good faith.

Where the CEO determines that a complaint will not be investigated the complainant will be advised in writing.

## When dealing with your complaint

- We will treat it in confidence within the requirements of the *Privacy and Data Protection Act 2014*.
- We will not discriminate against anyone for any reason.
- We will acknowledge errors and apologise and implement corrective actions when a failure in our services has been identified.

## How we will manage your complaint

Upon receiving your complaint, it will be recorded electronically and directed to the relevant department manager for response. Complaints concerning multiple matters will be coordinated by the Customer Liaison Officer. An acknowledgement and reference number will then be provided to you within seven working days. After investigating, we will aim to resolve your complaint within seven to 30 working days (depending on the complexity of the concern). If further investigations are required, we will communicate this with you.

## Our 4-Step Complaint Resolution Process

### Step 1

Direct your complaint to Council. Your complaint should include:

- your name
- postal address
- telephone number and/or email address
- details of the complaint.

Your complaint will then be allocated to the relevant department manager for investigation and response. While Council also does accept anonymous complaints our ability to investigate and resolve a matter may be limited.

Should you require assistance in recording the details of your complaint, our customer service staff can help. Council also has access to translation and other assistance services should you require them.

### Step 2

If you are not satisfied with the response, you can request that the matter be referred to the relevant general manager for review.

### Step 3

If you are not satisfied with the response from the general manager you can make a request for an internal review to be conducted by the CEO. To lodge a review request you must provide details of why you are dissatisfied with the way your complaint has been handled. The CEO will then advise you in writing on the outcome of the review undertaken.

### Step 4

If you are not satisfied with the outcome of the internal review you should contact the Victorian Ombudsman. The Ombudsman is an independent body established to provide a fair hearing of grievances and review administrative action taken by government agencies and local government.

Contact: 9613 6222 or email [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)