

# Guide for Customer Complaints

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This fact sheet has been prepared to assist anyone who is considering lodging a complaint to Council. Further details can be found on Council's website or by visiting Customer Service Centres at Innisfail, Tully or Cardwell.

Cassowary Coast Regional Council has established a complaints process in line with requirements of the *Local Government Act 2009*.

The type of complaints dealt with by this process include –

- A complaint about the conduct or performance of a councillor.
- A complaint about the conduct of a Council employee.
- A complaint about a Council service or other administrative action.

### How to make a complaint

Customers may make an administrative action complaint in any of the following ways –

- telephone Council's Customer Service Team on 1300 763 903
- send an email to [enquiries@ccrc.qld.gov.au](mailto:enquiries@ccrc.qld.gov.au) ;
- visit one of our Customer Service Centres in Innisfail, Tully or Cardwell
- write to Council at PO Box 887, Innisfail Qld 4860
- website - [www.cassowarycoast.qld.gov.au](http://www.cassowarycoast.qld.gov.au) ('Our Council' – 'Making a Complaint')

Complaints are accepted only from 'affected persons', i.e. from someone who has been affected by the conduct, service or other action of Council.

### What to include in your complaint

To assist Council in dealing quickly and effectively with your complaint, you are asked to provide the following –

- As much detail as possible about the matter.
- Details of any loss or detriment that you have suffered.
- List any other agencies or authorities you have already reported this matter to.
- Your contact details, i.e. your name and at least one method of contact (*phone, email, postal address*)
- An outline of the outcome you are seeking.
- Any supporting information including; photos or contact details of anyone else who can support your complaint.

### What happens next?

Your complaint will be recorded and you will be provided with a complaints Reference Number. This will occur within two working days of receipt of a complaint.

If your complaint is about the Mayor or a Councillor it will be dealt with as outlined in the *Local Government Act 2009* and will be referred to the Office of the Independent Assessor (OIC) [www.oic.qld.gov.au](http://www.oic.qld.gov.au)



If your complaint is about a Council Officer, service or other action, it will be investigated in accordance with council's Complaints Management process.

### **How long will it take to resolve a complaint?**

Council aims to resolve all complaints as quickly as possible. The circumstances vary considerably between complaints, so it is not possible to guarantee a set timeframe for all complaints. However, Council will try and resolve most complaints within twenty-five working days.

Complaints about simple matters not requiring a formal investigation are usually capable of being addressed within a few days. More serious and complex matters can take considerably longer.

As a complainant, you should be kept informed of the progress of any investigation and you will be notified of the outcome.

### **Can I make a complaint and remain anonymous?**

Council acknowledges that in certain circumstances a person may prefer to remain anonymous when making a complaint. This is not encouraged as it can compromise the quality of the investigation, however Council respects this right and will investigate all complaints received.

### **What happens to the documentation?**

Documentation relating to a complaint will be treated as confidential information. This includes the written complaint, investigation report and correspondence between the complainant and the investigator.

### **Further Action**

If you are not satisfied with the outcome of your concerns, you have the right to ask for an internal review. If you are still not satisfied with the outcome of the internal review, you have the right to contact the Queensland Ombudsman and request an external review of the complaint.

### **Further Information**

For further information contact Council at 1300 763 903 or email [enquiries@cassowarycoast.qld.gov.au](mailto:enquiries@cassowarycoast.qld.gov.au)