

5.2 COUNCIL'S COMPLAINTS POLICY

Responsible Senior Officer: Jarrod Doake, Chief Operating Officer

Responsible Committee: Committee of all Councillors appointed by Council

RECOMMENDATION

That Council:

- 1. Receives this report from the Committee appointed by Council (the Committee) to consider submissions received in response to the public notice in respect of the proposed Council Complaints Policy.*
- 2. Notes that the Committee met on 16 November 2021 to consider submissions received in regard to the proposed Council Complaints Policy.*
- 3. Adopts the Committee's recommendation that the Council Complaints Policy, as detailed in Attachment 1 to this report, be adopted.*
- 4. Directs that the Council Complaints Policy be made publicly available on its website.*

INTRODUCTION

At its 28 September 2021 meeting, the Council adopted a draft Complaints Policy.

As part of that resolution, the Council Complaints Policy was released for public consultation and a Committee of all Councillors appointed to consider any submissions received.

BACKGROUND

The *Local Government Act 2020* ('the Act') requires a council to have a complaints policy to provide processes for:

- a) dealing with complaints made to the Council; and
- b) reviewing any action, decision or service in respect of which the complaint is made; and
- c) a discretion for the Council to refuse to deal with a complaint which is otherwise subject to statutory review; and
- d) dealing with complaints about the Council; and
- e) internal reviews of complaints made to a Council.

A complaint, under the Act, includes the communication, whether orally or in writing, to the Council by a person, of their dissatisfaction with:

- a) the quality of an action taken, decision made or service provided by a member of Council staff or a contractor engaged by the Council; or
- b) the delay by a member of Council staff or a contractor engaged by the Council in taking an action, making a decision or providing a service; or
- c) a policy or decision made by a Council or a member of Council staff or a contractor.

The Council Complaints Policy proposes the adoption of a 4 stage approach to the receipt and review of complaints, to ensure that complaints are appropriately investigated, complainants are communicated with regarding investigation outcomes and likely solutions, and that a review process is available for complainants where they are not satisfied with Council's response.

DISCUSSION

A Committee comprising all Councillors was appointed by Council, to consider any public submissions received on the Council Complaints Policy.

The Committee met on Tuesday 16 November 2021, at 7.00 pm.

No submissions were received.

The Committee resolved to recommend to Council that the Council Complaints Policy be adopted as proposed at the Council Meeting of 28 September 2021.

IMPLEMENTATION

The adopted Council Complaints Policy will be made available on Council's website.

FINANCIAL

There are no financial implications to the adoption of this Policy.

CONCLUSION

The Committee recommends to Council that the Council Complaints Policy, as detailed in Attachment 1 to this report, be adopted.