



# Complaints Resolution Process

Mildura Rural City Council aims to achieve service excellence across all areas, for every customer. We recognise that all members of our community expect us to provide a personalised, responsive service. We work to meet those expectations by:

- listening to you;
- making sure our services are easy for you to access and use;
- responding appropriately to your needs; and
- maintaining a continual focus on improving our service standards.

At all times, we encourage you to offer us feedback on both the services we offer, and the way they are delivered. By telling us what we're doing well, and where you would like to see an improvement, you help us stay connected with the community and continue to meet your needs.

## What is a complaint?

A complaint is an expression of dissatisfaction with—

- the quality of an action taken, decision made, or service provided by a council or its contractor
- a delay or failure in providing a service, taking an action, or making a decision by Council or its contractor

A complaint is when we fail to respond to a request for service, or to properly address a service quality guarantee. For example, if you call to lodge a complaint about a cracked footpath, this is a request. If Council fails to address the matter within the time or in the manner specified, and makes no steps to rectify this, you have the right to lodge a complaint.

## What is not a complaint?

A complaint is not:

- a request for service;
- a request for information or an explanation of a policy or procedure;
- a disagreement with a policy of the Council;
- an appeal or request for internal or external review of a Council decision;

- an expression concerning the general direction and performance of Council or its Councillors;
- an expression of dissatisfaction with the behaviour of a Councillor;
- reports of damaged or faulty infrastructure; or
- reports about neighbours, noise, dogs, nuisances, unauthorised building work or similar issues that fall into the regulatory aspect of Council services.

## Complaint Resolution Process

Council has adopted a four-tiered approach to complaint handling. Decisions or processes that have separate statutory or other legislative appeal processes such as planning, local laws (including parking infringements) and building or health services can not be dealt with through this process.

### Frontline Resolution

Many complaints can be resolved at first contact and frontline staff are trained and empowered to resolve complaints where ever possible.

### Investigation

Some complaints because of their nature will not be able to be resolved by frontline staff. When this occurs the matter will be referred to the Complaints Officer who will conduct an impartial investigation into the matter and provide the customer with a resolution within the specified time frame.

### Internal Review

In the event that a customer is dissatisfied with the resolution provided by the Complaints Officer, they may request an internal review of the decision. Internal reviews will be conducted by the Complaints Coordinator.

In some situations, the customer may also be able to request a review by the Internal Ombudsman whose role is to conduct impartial reviews of the complaint handling process and to investigate the administrative practices of the Council.

### External Review

Where a customer remains dissatisfied with the outcome of their complaint they will be referred to an appropriate external review body.

## How to make a Complaint

You can lodge a complaint in writing, over the telephone, by email, in person or online.

**Mail:** Mildura Rural City Council  
PO BOX 105  
MILDURA VIC 3502

**Telephone:** (03) 5018 8100

**Email:** [complaints@mildura.vic.gov.au](mailto:complaints@mildura.vic.gov.au)

**In person:** Deakin Avenue Service Centre  
76 Deakin Avenue, Mildura

Madden Avenue Service Centre  
108 Madden Avenue, Mildura

Ouyen Service Centre  
79 Oke Street, Ouyen

**Online:** [www.mildura.vic.gov.au/complaints](http://www.mildura.vic.gov.au/complaints)

## Policy & Principles

Council's Customer Complaints Policy CP048 provides the framework for our complaints resolutions process and applies broadly to all complaints relating to our services and areas of responsibility. Complaints that fall within the scope of this policy will be considered in the context of seven principles:

### 1. Commitment

Council is committed to resolving the complaints it receives. Council's culture recognises people's right to complain and considers complaint handling to be part of its core business of serving the community and improving service delivery.

### 2. Accessibility

People can easily find out how to complain to Council, and Council actively assists them with the complaint handling process.

### 3. Transparency

The complaint handling system clearly sets out how to complain, where to complain, and how the complaint will be handled. The steps taken to respond to a complaint are recorded and will stand up to scrutiny.

## 4. Objectivity and Fairness

Under the complaint handling system, complainants and Council staff are treated with respect and courtesy, and complaints are judged on merit and fact.

## 5. Confidentiality

The complaint handling system protects the personal information of people making a complaint, and Council staff are informed only on a 'need to know' basis and otherwise in accordance with Council's Privacy and Data Protection Policy. Complaints made by people who wish to remain anonymous will be handled to the extent that it is possible to do so without further contact with the complainant.

## 6. Accountability

Council is accountable, both internally and externally, for our decision making and complaint handling performance. Council provides explanations and reasons for decisions, and ensures that its decisions are subject to appropriate review processes.

## 7. Continuous Improvement

Council regularly analyses complaint data to find ways to improve how it operates and how it delivers its services. Council then implements these changes.

## Mildura Rural City Council Privacy Collection Statement

Mildura Rural City Council collects personal and/or health information for municipal purposes as specified in the *Local Government Act 1989*.

The information collected in Complaint Forms is used only for the purposes specified (primary purpose) and is not passed on to third parties.

Council may disclose this information but only if authorised or required by law. Council may not be able to process your complaint unless sufficient information is given.

Should you need to change or access your personal details, or you require further information regarding Council's Privacy Policy please contact Council's Privacy Officer.