

FACT SHEET

A Guide for Customer Complaints

This fact sheet is designed to assist anyone who is considering lodging a complaint with Council. Further details can be found on Council's website, by visiting our Administration Building at 64-66 Front Street Mossman or contacting us on 4099 9444.

Douglas Shire Council has established a complaints management system in line with the requirements of the *Local Government Act 2009*.

The types 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:-

Complaints can be made by:-

- Writing to the Chief Executive Officer
- Telephoning 4099 9444
- Emailing enquiries@douglas.qld.gov.au
- Website www.douglas.qld.gov.au
- Visiting Customer Service at the Council Administration Building, Front Street Mossman or the Community Hub, Mowbray Street Port Douglas.

Complaints are accepted only from 'affected person', ie from someone who has been directly 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, including your name and at least one method of contact (phone, email, 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 Complaint Reference Number. This will occur within 10 working days of receipt of a complaint.



If your complaint is about a Councillor, the CEO will refer the matter to the Mayor to deal with (if the matter is on a minor nature).

If the complaint about the Councillor is more serious or is a complaint about the Mayor or Deputy Mayor, the CEO may refer the complaint to the Department of Infrastructure, Local Government and Planning. The Department may call upon a Regional Conduct Review Panel or Local Government Discipline Tribunal to deal with the complaint.

If your complaint is about a Council Officer, service or other action, it will be investigated in accordance with Council's Administrative Action 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. We endeavour to resolve complaints of a minor nature within 20 working days, and within 40 working days for complaints of a complex nature.

Complaints about simple matters not requiring a formal investigation are usually capable of being addressed within a few days.

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 take your complaint to an external agency, such as the Queensland Ombudsman.

Phone: (07) 3005 7000 or 1800 068 908

Email: ombudsman@ombudsman.qld.gov.au

CONTACT US

**For more information contact Douglas Shire Council, PO Box 723
Mossman Qld 4873, Telephone 4099 9444.**