

Complaint Management Policy

1. PURPOSE

The purpose of this policy is to provide a clear, consistent and transparent framework for managing and resolving complaints made by members of the public about Council services, administrative actions, decisions, or the conduct of Council officers in accordance with the Local Government Act 2009 s268(Qld).

2. SCOPE

This policy applies to all Council employees, contractors, and agents of Council who collect, access, or manage personal information in the course of their duties.

This policy does not apply to:

- Right to Information or Information Privacy applications;
- Matters subject to legal proceedings;
- Employee grievances (managed under People and Wellbeing policies)
- Public Interest Disclosures (managed under the Public Interest Disclosure Policy).

3. LINK TO CORPORATE PLAN 2025-2030

This policy supports the Torres Strait Regional Island Council Corporate Plan 2025–2030 by aligning with strategic objectives of good governance, community engagement, and service excellence

Section 3 - A proactive and responsible Council

- **3.1** Provide good governance and leadership
- **3.3** Foster a high performing, supportive and inclusive work environment

4. POLICY STATEMENT

- (a) Council acknowledges that people have a right to make complaints about its actions.
- (b) Council shall maintain open and transparent internal and external complaints management processes enabling continuous review of the conduct of Council, its employees, Councillors, contractors and agents.
- (c) Council is committed to encouraging the internal reporting of wrongdoing.
- (d) Council shall ensure that people are given help to make their complaint
- (e) Council shall ensure that people are not disadvantaged or treated unfairly after they make a complaint, and that Council provides appropriate protection and support to people who make public interest disclosures, and others related to a complaint.
- (f) Council shall respond quickly and efficiently to complaints in a fair and objective way, and deal with each complaint in accordance with the principles of natural justice.
- (g) Council, local government employees, Councillors, contractors and agents of Council shall conduct itself/ themselves strictly in accordance with the Local Government

Principles set out in section 4(2) of the *Local Government Act 2009* (Qld) and the Ethics Principles set out in section 4(2) of the *Public Sector Ethics Act 1994* (Qld), namely: -

- i. transparent and effective processes, and decision-making in the public interest; and
 - ii. sustainable development and management of assets and infrastructure, and delivery of effective services; and
 - iii. democratic representation, social inclusion and meaningful community engagement; and
 - iv. good governance of, and by, local government; and
 - v. ethical and legal behaviour of Councillors and local government employees; and
 - vi. integrity and impartiality;
 - vii. promoting the public good;
 - viii. commitment to the system of government; and
 - ix. accountability and transparency.
- (h) A failure of a local government employee, Councillor, contractor or agent to conduct oneself strictly in accordance with the Local Government Principles and Ethics Principles shall be thoroughly investigated by Council and if proven, met with appropriate disciplinary action as available under Council Policy, Procedure and/or Regulation, including but not limited to mandatory reporting to regulatory bodies (e.g. the Queensland Crime and Corruption Commission, the Office of the Independent Assessor or the Chief Executive Officer of the Department of Local Government Water and Volunteers), A person who provides false or misleading information or makes false or misleading allegations may face disciplinary action.
- (i) Council must act and make decisions in a way that is compatible with human rights and consider all relevant human rights principles before making a decision.

5. ROLES AND RESPONSIBILITIES

- Chief Executive Officer (CEO): Ensures Council has a compliant and effective complaints management process.
- Governance and Corporate Services: Oversees implementation, monitoring, and reporting.
- All Staff: Responsible for managing complaints in accordance with this policy and associated procedures.

6. DEFINITIONS

- **Administrative Action Complaint:** A complaint about an administrative action of Council, including a decision, failure to make a decision, or the formulation of a policy.
- **Complainant:** A person or entity making a complaint.
- **Complaint:** An expression of dissatisfaction about Council's service, action, or decision, where a response or resolution is expected.

7. RELATED DOCUMENTS AND REFERENCES

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Public Service Act 2008*
- *Industrial Relations Act 1999*
- *Anti-Discrimination Act 1991*
- *Sex Discrimination Act 1984 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Human Rights and Equal Opportunity Act 1986 (Cth)*
- *Human Rights Act 2019*
- *Public Sector Ethics Act 1994*
- *Crime and Corruption Act 2001*
- *Queensland Competition Authority Act 1997*
- *Torres Strait Island Regional Council Corporate Plan 2025–2030*
- *Complaints Management Procedure*

8. REVIEW

Policy type:	<input checked="" type="checkbox"/> Council <input type="checkbox"/> Administrative
Directorate:	Corporate Services
Responsible Officer:	Manager, Governance and Risk
Authorised on:	December 2025
Next review date:	October 2028 (This policy will be reviewed every three years or as required by changes in legislation).
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