

WHAT HAPPENS AFTER I MAKE MY COMPLAINT?

If your concern cannot be resolved in the Department immediately, your complaint will be fully investigated. This will require our staff:-

- to analyse all the information available and source additional information if necessary
- refer to, or seek clarification from Council Policies and/or the Local Government Act
- prepare a report
 - outlining details of the complaint
 - making suggestions to improve or correct problems identified and
 - recommending changes to Council's Policies and/or procedures to avoid a recurrence of the problem in the future.

Once the complaint has been fully investigated, you will be contacted with the result. Ideally, we will strive to resolve all complaints within ten working days however, some issues may require involved and lengthy research. If this is the case, we will keep you informed of our progress on a regular basis.

WHAT IF I AM UNHAPPY WITH THE RESULT?

If Management or our staff have been unable to help you with your concern, you have the right to appeal to Council's Mayor if the matter does not relate to a staff member. An appointment will be made for you to discuss the issue with the Mayor or, if you feel more comfortable, you can outline your complaint in a letter addressed to the Mayor. The Mayor will review all aspects of your concern and notify you of the outcome. If you believe your concerns have still not been adequately addressed, you may refer your complaint to:-

- **The Ombudsman** (investigates and reports on complaints about the conduct of a NSW agency or their employees, including both government and some non-government agencies). Level 24, 580 George Street, Sydney. Phone 02 9286 1000. Free call 1800 451 524. Fax 02 9283 2911. E-mail nswombo@nswombudsman.nsw.gov.au
- **The Department of Local Government (NSW)**, Investigations and Review, Level 2, 5 O'Keefe Avenue, Nowra NSW, 2541. Phone: 02 4428 4100, Fax: 02 4428 4199, E-mail: dlg@dlg.nsw.gov.au
- **The Anti Discrimination Board**, Level 17, 201 Elizabeth St, Sydney, NSW, 2000, Phone: 02 9268 5555, Freecall: 1800 670 812, Fax: 02 9268 5500
- **The Independent Commission Against Corruption**. The Independent Commission Against Corruption exposes and minimises corruption in the NSW public sector. It does this by conducting investigations and hearings, providing corruption prevention advice and informing and educating both the public and private sectors, and the community. Level 21, 133 Castlereagh Street, Sydney, NSW 2000. Phone: 02 8281 5999, Freecall 1800 463 909. Email: icac@icac.nsw.gov.au
- **The Privacy Commissioner** handles complaints about the release of personal information. GPO Box 6, Sydney NSW 2001. Phone: 02 9228 8199

your GUIDE



to making a complaint
submitting a suggestion
or
offering a compliment to



KEMPSEY SHIRE COUNCIL

Our commitment
to you

is to do it

RIGHT!

Customer service is important to Kempsey Shire Council. Complaints, suggestions and compliments are valuable sources of information to us as they help our organisation to understand the needs of our customers and put plans in place that will help us to offer improved service levels. Our Policy states:-

Kempsey Shire Council recognises that any complaints received provide the organisation with an opportunity to identify and resolve issues of concern raised by members of the community. This helps Council to:

- Improve accountability to the community;
- Demonstrate a commitment to Customer Service;
- Identify areas which need improvement;
- Plan appropriate projects and services; and
- Obtain valuable feedback.

Council will ensure that every complaint is:

- Received courteously
- Investigated fully
- Acted upon quickly and appropriately and
- Processed according to consistent standards for privacy, timeliness, fairness, natural justice, cultural diversity, special circumstances and accessibility.

Council will endeavour to prevent similar complaints from re-occurring in the future and will seek to re-establish positive relationships wherever possible. However, some complaints, despite the best efforts by all parties, may remain unresolved and these cases will be dealt according to the guidelines provided in the NSW Ombudsman's Complaint Handling Tool Kit.

Compliments, relating to staff and/or Council's services and facilities, are valued as they help us to assess service delivery levels and provide valuable feedback to assist with forward planning. Council will acknowledge all compliments.

Complaints and compliments will be accepted in person, in writing, by facsimile, over the telephone or via email.

WHAT SHOULD I DO IF I WISH TO COMPLAIN?

The process is easy and the choice is yours. You may present your concern to Council by:-

- Phoning us on 02 6566 3200,
- Calling in to the Customer First Centre, 22 Tozer Street, West Kempsey
- Emailing us on ksc@kempsey.nsw.gov.au
- Faxing us on 02 6566 3205
- Completing the comments and suggestions form on our website - www.kempsey.nsw.gov.au
- Completing a Customer Feedback Form or
- Writing to us at Kempsey Shire Council, PO Box 78, West Kempsey. NSW. 2440.



TO WHOM DO I ADDRESS MY COMPLAINT?

Council's three departments are responsible for the management of:-

CORPORATE & COMMUNITY SERVICES

Customer Service, Finance, Rates, Debtors, Accounts, Purchasing, Contractors, Stores and Financial Reports, Administration, Records, Governance, Risk Management, Civic Centre Management, Information Technology, Fleet, Depot, Workshop and Safety, Community Services including Aboriginal, Youth & Aged Care Services, Library, Community & Leisure Services, Cemeteries, Property and Marketing, Tourism Services, Caravan Parks, Saleyards, Airport, Property Development and Business Marketing.

SHIRE SERVICES Works, Roads, Road Signage, Bridges, Waste, Stormwater, Flood Mitigation, Council Property Maintenance, Footpaths/cycleways, Gardens & Open Spaces, Swimming Pools, Civic Maintenance, Noxious Weeds, , Macleay Water (Water Services, Sewer Services and Asset Management), Design & Strategy and Asset Management.

SUSTAINABLE DEVELOPMENT SERVICES Town Planning, Development Control and Strategic Planning, Health & Building - Environmental Health, Building Services, Ranger Services, Economic Development, Fostering Business, Environmental Projects, Rehabilitation Works, Ecologically Sustainable Development (ESD Policy Implementation and Floodplain Management.

Trained staff are employed to oversee these functions and to assist you with your concerns which relate to that Department. Most complaints can be resolved by talking directly to a staff member in the appropriate Department. If staff are unable to answer your query, they will refer you to the Manager of the section involved. If your concerns are still not allayed, an appointment will be made for you to speak to the Director of that Department. If a satisfactory resolution cannot be reached in the Department, you may then be referred to the General Manager. If you are unsure which Department to contact, phone Council on 6566 3200 or drop in to the Customer First reception area; staff will be happy to provide you with guidance. In some circumstances, you may choose to discuss your problem with the Mayor or one of our Councillors.