

The Shire encourages positive and negative feedback from its customers. We encourage people to contact us when they have a problem with our services, actions, decisions and policies.

Who can complain?

Anyone can complain – a child, young person, parent, carer, member of the community and business owners.

What is a complaint?

A complaint is when you do not like something and you tell someone at the Shire about it.

When you make a complaint we will:

- try to help you
- be respectful
- be quick
- tell you how long it will take

If you need help

If you are not sure how to make a complaint or you are feeling worried, you can talk to one of our staff members.

What will happen next?

Once a complaint has been received we will:

- Get a staff member to look at the complaint and talk to you about it.

Or

- Get a manager to look further into your complaint and then talk to you about it.

Or

- Get a special staff member to look further into your complaint and then talk to you about it. They are called internal investigators.

Or

- Get people that don't work for the Shire to look further into your complaint and then talk to you about it.

Review

- We will often check to see if our complaints process is working. We might ask you to tell us if you found it easy or hard.
- It is important that you know how to make a complaint and who to talk to you if are unhappy.

How to make a complaint

Write down what has happened so that you can remember, then contact us:

- **In person** at our [Customer Service Centres](#)
- **By telephone:** [1300 850 600](tel:1300850600)
- **By post:** Private Bag 1000 Rosebud, Victoria 3939
- **By email:** customerservice@mornpen.vic.gov.au

A complaint does not include:

- requests for services
- requests for information or explanation of policies or procedures, or decisions of Council
- reports of damages or hazards (e.g. pothole in road, fallen tree branch)
- Reports about neighbours or neighbouring properties (e.g. noise or building works)