

Complaints against staff

All complaints, received verbally or anonymously, alleging: corrupt conduct, conflict of interest breaches, improper use of position, criminal action or maladministration, are registered as detailed in the procedures set out in Council's *Complaints Handling Policy* and are referred to the Internal Investigations Officer or the Chief Executive Officer.

Complaints of a serious nature will be dealt with in accordance with Council's separate policies such as the *Staff Code of Conduct* or the *Protected Disclosure Act*.

Complaints against councillors

The *Complaints Handling Policy* sets out the procedure for dealing with complaints against Councillors.

This brochure is a summary only. Please refer to the *Complaints Handling Policy* available on the Shire's website:

mornpen.vic.gov.au/policies

External Review

There are a number of agencies to which complaints can be referred for external review, dependent on the nature of the complaint, including:

Maladministration

The Victorian Ombudsman

☎ 9613 6222

✉ ombudvic@ombudsman.vic.gov.au

Corrupt Conduct

Independent Broadbased Anti-corruption Commission

☎ 1300 735 135

Breaches of the *Local Government Act*

Local Government Inspectorate

☎ 1300 366 356

Discrimination, Disability and Harassment

Victorian Equal Opportunity & Human Rights Commission

☎ 1300 292 153

Breaches of the *Privacy and Data Protection Act 2014*

Office of the Victorian Information Commissioner

☎ 1300 006 842

✉ enquiries@ovic.vic.gov.au

The Shire's *Complaints Handling Policy* serves to ensure complaints are dealt with fairly and impartially in resolving disputes between the Shire and complainants, without the need to make representations directly to external agencies.

Want more information?

☎ 1300 850 600 or 5950 1000

🌐 mornpen.vic.gov.au

📘 [facebook.com/MornPenShire](https://www.facebook.com/MornPenShire)

🐦 @MornPenShire

✉ **Mail:** Private Bag 1000, Rosebud 3939 DX 30059

✉ **Fax:** 5986 6696

Speak & Listen users: (speech-to-speech)

☎ 1300 555 727 then ask for ☎ 1300 850 600

TIS: ☎ 133 677 then ask for ☎ 1300 850 600

NRS: connect to NRS on 🌐 relayservice.com.au

then ask for ☎ 1300 850 600

Mornington Peninsula Shire Service Centres

Rosebud Office 90 Besgrove Street, 3939

Mornington Office 2 Queen Street, 3931

Hastings Office 21 Marine Parade, 3915

Somerville Office 1085 Frankston-Flinders Road,
within Somerville Library, 3912

Complaint Resolution Process



MORNINGTON
PENINSULA
Shire

What is a complaint?

A complaint is an expression of dissatisfaction with the Shire's level and quality of service, policies or procedures. Dissatisfaction may arise from the service provided by Shire staff, Councillors, contractors and systems or from the impact of a particular policy or procedure.

A valid complaint is one where it appears that the Shire has failed to respond appropriately to a request for service or not followed relevant policies or procedures.

A complaint does not include:

- requests for services
- requests for information or explanation of policies or procedures, or decisions of Council
- reports of damaged or faulty infrastructure (e.g. pothole in road)
- reports of hazards (eg. fallen tree branch)
- reports concerning neighbours or neighbouring properties (eg. noise or unauthorised building works)
- lodging an appeal in accordance with procedure or policy.

Complaint resolution process

The Shire has implemented a four level complaint management process:

Level 1: Frontline Complaint Handling

Staff are empowered to resolve complaints wherever possible at first contact. Staff will register complaints and the resolution/action taken.

Level 2: Internal Review – Operational

The Manager or Director responsible for the appropriate area will attempt to resolve the complaint by investigating the issue and providing a response to the complainant.

Level 3: Internal Review

The Internal Investigations Officer who is responsible for dealing with complaints from the public concerning Shire matters will review all unresolved complaints.

Level 4: External Review

Complaints, still unresolved may be referred externally.

This may include:

- alternative dispute resolution procedure, such as mediation or conciliation.
- complaint referred to external agency, such as Ombudsman.
- complainant informed of appeal procedure or other legal remedy.

Confidentiality

The identity of a complainant will not be disclosed if they request that their details remain confidential.

Lodging a complaint

Complaints may be lodged with the Mornington Peninsula Shire:

In person at our Customer Service Centres, open from 8.30am to 5pm Monday to Friday (excluding public holidays).

Rosebud	90 Besgrove Street
Mornington	2 Queen Street (Corner Main Street)
Hastings	21 Marine Parade
Somerville	1085 Frankston-Flinders Road (within Somerville Library)

By telephone:

☎ 1300 850 600

By post: Private Bag 1000
Rosebud, Victoria 3939

✉ customerservice@mornpen.vic.gov.au

Please provide a brief description of the complaint together with your name, address, and contact phone numbers.

All complaints will be acknowledged within 12 working days of their lodgement. Investigations and internal reviews will commence within 15 working days and the complainant will be informed of progress.