

---

Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

---

**Q2** Who are you completing this submission on behalf of? **An organisation, including a Local Government, peak body or a business**

---

Page 3: Your organisation

**Q3** What is the name of that organisation?

**[REDACTED]**

---

Page 4: About you

**Q4** What is your name?

**[REDACTED]**

---

**Q5** What best describes your relationship to local government? **Community organisation**

---

**Q6** What best describes your gender? **Male**

---

**Q7** What is your age? **56 - 65**

---

**Q8** Which local government do you interact with most? **Kalamunda (City)**

---

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

## Complaints management

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

---

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

**The timeframes related to the process or review** ,

**Notification requirements of the process** ,

**Reporting of the complaints received** ,

Other (please specify):  
External review made easy for a change. Nil cost. Short timeframe.

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.” **Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement? **Yes**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)? **None of the people or groups listed above** ,

Other (please specify):  
External person or body

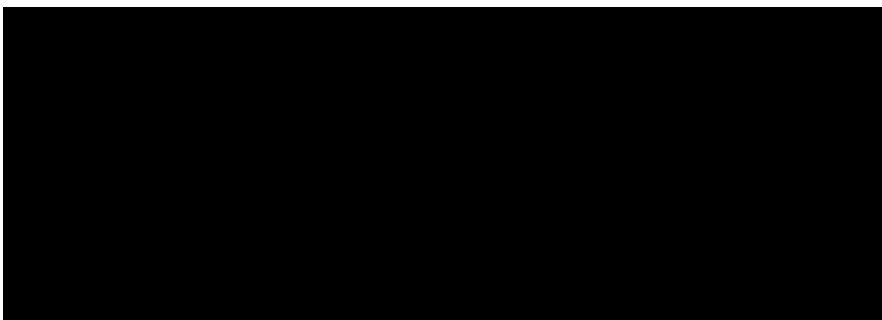
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### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

People are reluctant to complain due to revenge by officers of the admin. Cost is always a factor to stop complaints. The time it takes to have results is a factor to not complain.

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government?



**Q6** What best describes your gender? **Male**

**Q7** What is your age? **36 - 45**

**Q8** Which local government do you interact with most? **Mundaring (Shire)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made**
- How a response to a complaint is to be made**
- Opportunities for a review of a response**
- The timeframes related to the process or review**
- Notification requirements of the process**
- Internal independent review of complaints**

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

"A customer service charter should set the framework for local government complaints management."

**Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

- Different staff member in the local government**
- A qualified complaints management officer**
- A committee created by the local government**
- A tabled decision for council to determine**

---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**



---

Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

---

**Q2** Who are you completing this submission on behalf of? **Yourself**

---

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

---

Page 4: About you

**Q4** What is your name?



---

**Q5** What best describes your relationship to local government? **Resident / ratepayer**

---

**Q6** What best describes your gender? **Male**

---

**Q7** What is your age? **66 - 75**

---

**Q8** Which local government do you interact with most? **Swan (City)**

---

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

---

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

---

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made**
- How a response to a complaint is to be made**
- Opportunities for a review of a response**
- The timeframes related to the process or review**
- Notification requirements of the process**
- Reporting of the complaints received**
- Internal independent review of complaints**

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very supportive**

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

- Different staff member in the local government**
- A qualified complaints management officer**
- A committee created by the local government**
- A tabled decision for council to determine**

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

1. Residents complaints need to be taken seriously in an accetable manner.
2. Councils need to be careful not to hide behind the SAT or other "clever" tactics when dealing with complaints



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Staff member or CEO**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **46 - 55**

**Q8** Which local government do you interact with most? **South Perth (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How the application must be made** ,

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

**The timeframes related to the process or review** ,

**Notification requirements of the process** ,

**Reporting of the complaints received** ,

**Internal independent review of complaints** ,

Other (please specify):

Complaints are often external to the organisation and staff are often subject to terrible behaviour from community members and there is little recourse or opportunities to take actions about poor conduct from external parties for local government staff or representatives

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### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**Different staff member in the local government** ,

**A qualified complaints management officer**

---

### Page 9: Other suggestions?

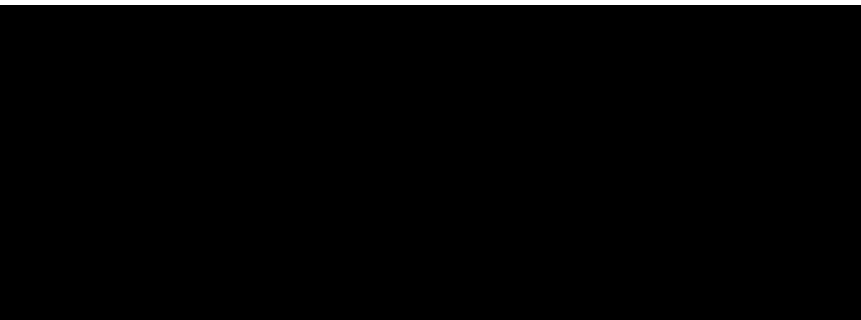


## Complaints management

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

As per my previous answer, it can be difficult for staff or EM's as they are often subject to complaints and backlash with 'wrong decision making'. Some community behaviour is poor and there are not mechanisms in place to protect or assist staff or EM's to complain or take action against external parties

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Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

---

**Q2** Who are you completing this submission on behalf of? **Yourself**

---

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

---

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Resident / ratepayer**

---

**Q6** What best describes your gender? **Male**

---

**Q7** What is your age? **66 - 75**

---

**Q8** Which local government do you interact with most? **Toodyay (Shire)**

---

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

---

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

---

Page 6: Complaints management policies and procedures

<b>Q12</b> What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).	<b>How the application must be made</b>	,
	<b>How a response to a complaint is to be made</b>	,
	<b>Opportunities for a review of a response</b>	,
	<b>The timeframes related to the process or review</b>	,
	<b>Notification requirements of the process</b>	,
	<b>Reporting of the complaints received</b>	,
	<b>Internal independent review of complaints</b>	

---

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”	<b>Very supportive</b>
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<b>Q14</b> Should a local government customer service charter be a legislative requirement?	<b>Yes</b>
---	------------

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Page 8: Review of complaints

<b>Q15</b> Who should review unresolved complaints (please select options that apply)?	<b>None of the people or groups listed above</b>
--	--

---

Page 9: Other suggestions?

<b>Q16</b> Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at <a href="mailto:actreview@dlgsc.wa.gov.au">actreview@dlgsc.wa.gov.au</a> .	<b>Respondent skipped this question</b>
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Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **No**

---

**Q2** Who are you completing this submission on behalf of? **Yourself**

---

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

---

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Council member, including Mayor or President**

---

**Q6** What best describes your gender? **Male**

---

**Q7** What is your age? **46 - 55**

---

**Q8** Which local government do you interact with most? **Northam (Shire)**

---

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

---

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

---

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

How the application must be made

How a response to a complaint is to be made

Opportunities for a review of a response

The timeframes related to the process or review

Notification requirements of the process

Reporting of the complaints received

Internal independent review of complaints

---

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

Supportive

---

**Q14** Should a local government customer service charter be a legislative requirement?

Yes

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

Other (please specify):

Independent body

---

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

Respondent skipped this question

---



---

Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **No**

---

**Q2** Who are you completing this submission on behalf of? **An organisation, including a Local Government, peak body or a business**

---

Page 3: Your organisation

**Q3** What is the name of that organisation?

Shire of Brookton

---

Page 4: About you

**Q4** What is your name?

[Redacted]

---

**Q5** What best describes your relationship to local government? **Staff member or CEO**

---

**Q6** What best describes your gender? **Female**

---

**Q7** What is your age? **19 - 35**

---

**Q8** Which local government do you interact with most? **Brookton (Shire)**

---

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

## Complaints management

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

---

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How the application must be made** ,

**The timeframes related to the process or review** ,

**Reporting of the complaints received**

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.” **Supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement? **Yes**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)? **A qualified complaints management officer**

---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au). **Respondent skipped this question**

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **No**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?

**Q5** What best describes your relationship to local government? **Staff member or CEO**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **19 - 35**

**Q8** Which local government do you interact with most? **Brookton (Shire)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**



## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How the application must be made** ,

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

**The timeframes related to the process or review** ,

**Notification requirements of the process** ,

**Reporting of the complaints received**

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Unsure**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

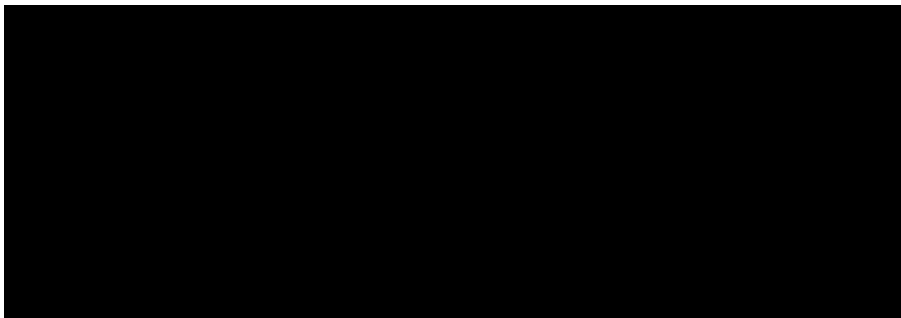
**A committee created by the local government**

---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**



---

Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

---

**Q2** Who are you completing this submission on behalf of? **Yourself**

---

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

---

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Staff member or CEO**

---

**Q6** What best describes your gender? **Male**

---

**Q7** What is your age? **46 - 55**

---

**Q8** Which local government do you interact with most? **Beverley (Shire)**

---

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

---

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

---

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How the application must be made** ,

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

**Internal independent review of complaints** ,

Other (please specify):

Dealing with unreasonable complaints or complainants

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Neutral**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**No**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**Different staff member in the local government**

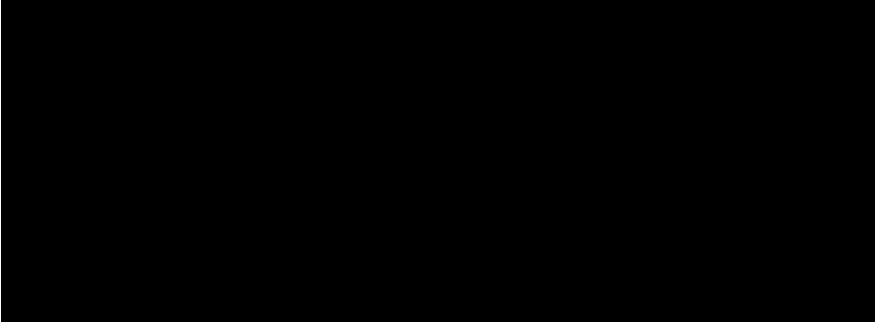
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### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

There needs to be a facility for dealing with unreasonable complaints or complainants

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Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **No**

---

**Q2** Who are you completing this submission on behalf of? **Yourself**

---

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

---

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Staff member or CEO**

---

**Q6** What best describes your gender? **Female**

---

**Q7** What is your age? **19 - 35**

---

**Q8** Which local government do you interact with most? **Mukinbudin (Shire)**

---

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

---

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

---

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How the application must be made** ,

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

**The timeframes related to the process or review** ,

**Reporting of the complaints received**

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Neutral**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**No**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**Different staff member in the local government**

---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**

## Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

## Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

## Page 4: About you

**Q4** What is your name?

**Q5** What best describes your relationship to local government? **Council member, including Mayor or President**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **66 - 75**

**Q8** Which local government do you interact with most? **Irwin (Shire)**

## Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made**
  - How a response to a complaint is to be made**
  - Opportunities for a review of a response**
  - The timeframes related to the process or review**
  - Notification requirements of the process**
  - Reporting of the complaints received**
  - Internal independent review of complaints**
- 

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**A committee created by the local government**

---

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**

---



---

Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

---

**Q2** Who are you completing this submission on behalf of? **Yourself**

---

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

---

Page 4: About you

**Q4** What is your name?



---

**Q5** What best describes your relationship to local government? **Supplier or commercial partner**

---

**Q6** What best describes your gender? **Male**

---

**Q7** What is your age? **56 - 65**

---

**Q8** Which local government do you interact with most? **Not listed**

---

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

---



## Complaints management

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

---

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply). **Other (please specify):**  
The discussion paper does not appear to recognise the need to separate service level complaints from misconduct complaints - outcomes and methods of dealing with are different

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

"A customer service charter should set the framework for local government complaints management." **Neutral**

---

**Q14** Should a local government customer service charter be a legislative requirement? **No**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)? **Other (please specify):**  
Depends on the nature of the complaint - minor service level complaints don't need significant review processes. Misconduct complaints require more formal review mechanisms

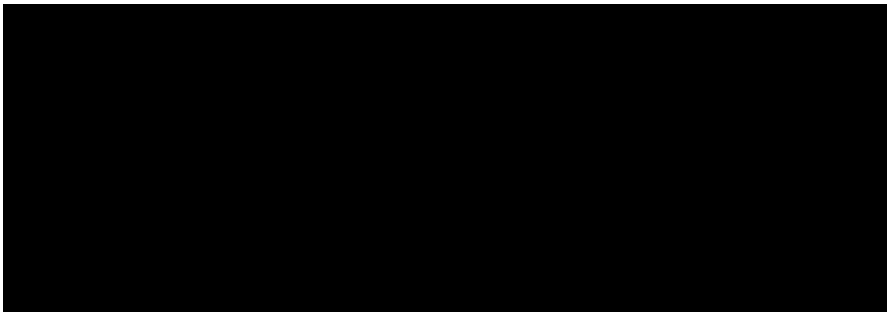
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### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

In my experience the issues with local government complaint management centre around a lack of effective internal policies/procedures for dealing with misconduct allegations. I don't believe there is an issue with the way LG's deal with service level complaints.

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Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

---

**Q2** Who are you completing this submission on behalf of? **Yourself**

---

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

---

Page 4: About you

**Q4** What is your name?

brodie pearce

---

**Q5** What best describes your relationship to local government? **Staff member or CEO**

---

**Q6** What best describes your gender? **Male**

---

**Q7** What is your age? **19 - 35**

---

**Q8** Which local government do you interact with most? **Greater Geraldton (City)**

---

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

---

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

---

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

How the application must be made

How a response to a complaint is to be made

Opportunities for a review of a response

The timeframes related to the process or review

Notification requirements of the process

Reporting of the complaints received

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

Supportive

---

**Q14** Should a local government customer service charter be a legislative requirement?

Yes

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

A qualified complaints management officer

Other (please specify):

Senior management

---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

Respondent skipped this question



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Staff member or CEO**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **46 - 55**

**Q8** Which local government do you interact with most? **Gnowangerup (Shire)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

How the application must be made

How a response to a complaint is to be made

Opportunities for a review of a response

The timeframes related to the process or review

Notification requirements of the process

Reporting of the complaints received

Internal independent review of complaints

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

Supportive

**Q14** Should a local government customer service charter be a legislative requirement?

Yes

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

Other (please specify):

Depends on whether the complaint relates to an operational or strategic matter.

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

Respondent skipped this question

---

Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

---

**Q2** Who are you completing this submission on behalf of? **Yourself**

---

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

---

Page 4: About you

**Q4** What is your name?

**[REDACTED]**

---

**Q5** What best describes your relationship to local government? **Staff member or CEO**

---

**Q6** What best describes your gender? **Female**

---

**Q7** What is your age? **19 - 35**

---

**Q8** Which local government do you interact with most? **Brookton (Shire)**

---

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

---

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

---

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

How the application must be made

How a response to a complaint is to be made

The timeframes related to the process or review

Notification requirements of the process

Reporting of the complaints received

Internal independent review of complaints

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

"A customer service charter should set the framework for local government complaints management."

Unsupportive

---

**Q14** Should a local government customer service charter be a legislative requirement?

Yes

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

Other (please specify):

If the complaint is not resolved by the relevant officer, it should then go to the CEO. If no resolve, to council and then to an independent third party review.

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### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

Respondent skipped this question



---

Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **No**

---

**Q2** Who are you completing this submission on behalf of? **Yourself**

---

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

---

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Resident / ratepayer**

---

**Q6** What best describes your gender? **Male**

---

**Q7** What is your age? **56 - 65**

---

**Q8** Which local government do you interact with most? **Greater Geraldton (City)**

---

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

---

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

---



Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made**
  - How a response to a complaint is to be made**
  - Opportunities for a review of a response**
  - The timeframes related to the process or review**
  - Notification requirements of the process**
  - Reporting of the complaints received**
  - Internal independent review of complaints**
- 

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**A qualified complaints management officer**

---

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**

---



---

Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

---

**Q2** Who are you completing this submission on behalf of? **An organisation, including a Local Government, peak body or a business**

---

Page 3: Your organisation

**Q3** What is the name of that organisation?

Goldfields Tourism Network Association

---

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Staff member or CEO**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **46 - 55**

**Q8** Which local government do you interact with most? **Not listed**

---

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

## Complaints management

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

---

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**Opportunities for a review of a response** ,

**The timeframes related to the process or review** ,

**Reporting of the complaints received** ,

**Internal independent review of complaints** ,

Other (please specify):

The back lash from regional shires can be destructive to persons in professional roles as I have seen happen

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.” **Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement? **Yes**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**A committee created by the local government** ,

Other (please specify):

There needs to be a way to go to a higher entity but not to SAT. WALGA are not helpful and the Ministers office won't hear the complaints, I have had several people inform me both in several of my professional roles and privately about corruption at a local government level and have suggested they go to the Minister or the Ombudsman, CCC, or other authority that could help they say they have but these departments are not interested.

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### Page 9: Other suggestions?

## Complaints management

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

Inexperience Councillors in Remote regions are making million dollar decisions without the skills or knowledge in business to back them up and the State Governing or overarching bodies to ensure this doesn't happen don't appear to be listening.

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## Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

## Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

## Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Resident / ratepayer**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **36 - 45**

**Q8** Which local government do you interact with most? **Port Hedland (Town)**

## Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

## Complaints management

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

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### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply). **Other (please specify):**  
Statutory oversight of councils and administrations

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.” **Neutral**

---

**Q14** Should a local government customer service charter be a legislative requirement? **Yes**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)? **Other (please specify):**  
An external state gov body

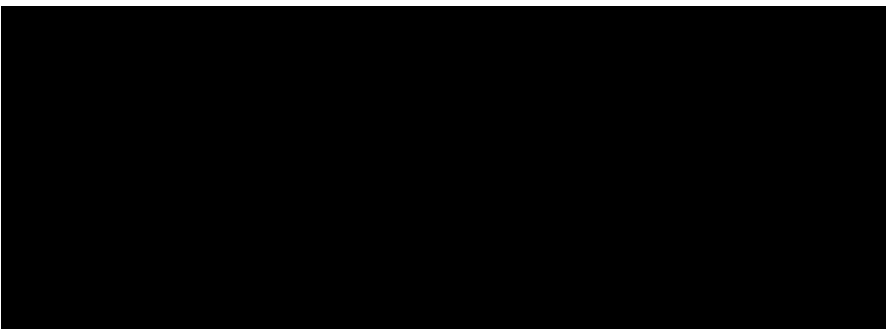
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### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

Local gov should never be able to sweep issues under the rug

---



## Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

## Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

## Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Resident / ratepayer**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **46 - 55**

**Q8** Which local government do you interact with most? **Capel (Shire)**

## Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made**
- How a response to a complaint is to be made**
- Opportunities for a review of a response**
- The timeframes related to the process or review**
- Notification requirements of the process**
- Reporting of the complaints received**
- Internal independent review of complaints**
- Other (please specify):**  
Needs to be easily accessible by the public and have a customer service charter on the local governments website.

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Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

- A qualified complaints management officer**
- Other (please specify):**  
A committee of residents of that local shire or council, including no more than one or two councillors from that Shire or Council.

---

Page 9: Other suggestions?



## Complaints management

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

I believe it is important to involve interested residents from diverse backgrounds in the process of complaints review for transparency and for inclusivity reasons.

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Staff member or CEO**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **19 - 35**

**Q8** Which local government do you interact with most? **Prefer not to say**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

## Complaints management

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

---

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made**
- How a response to a complaint is to be made**
- Opportunities for a review of a response**
- The timeframes related to the process or review**
- Notification requirements of the process**
- Reporting of the complaints received**
- Internal independent review of complaints**

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.” **Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement? **Yes**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

- A qualified complaints management officer**
- A committee created by the local government**

---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au). **Respondent skipped this question**

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Staff member or CEO**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **19 - 35**

**Q8** Which local government do you interact with most? **Esperance (Shire)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made
  - How a response to a complaint is to be made
  - Opportunities for a review of a response
  - The timeframes related to the process or review
  - Notification requirements of the process
  - Reporting of the complaints received
  - Internal independent review of complaints
- 

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

Very supportive

---

**Q14** Should a local government customer service charter be a legislative requirement?

Yes

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

- Different staff member in the local government
  - A qualified complaints management officer
- 

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

Respondent skipped this question

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Council member, including Mayor or President**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **56 - 65**

**Q8** Which local government do you interact with most? **Plantagenet (Shire)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply). **None of these options**

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---

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.” **Very unsupportive**

---

**Q14** Should a local government customer service charter be a legislative requirement? **No**

---

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)? **A qualified complaints management officer**

---

---

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

nil

---



## Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

## Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

## Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Resident / ratepayer**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **56 - 65**

**Q8** Which local government do you interact with most? **Swan (City)**

## Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**



Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made**
  - How a response to a complaint is to be made**
  - Opportunities for a review of a response**
  - The timeframes related to the process or review**
  - Notification requirements of the process**
  - Reporting of the complaints received**
  - Internal independent review of complaints**
  - Other (please specify):**  
The ability to speak with a rep and have phone calls returned and phones answered in a timely manner
- 

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.” **Neutral**

---

**Q14** Should a local government customer service charter be a legislative requirement? **Yes**

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

- A committee created by the local government**
- A tabled decision for council to determine**

---

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

would like to see some satisfactory results that are timely and efficient.

---

## Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

## Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

## Page 4: About you

**Q4** What is your name?

██████████

**Q5** What best describes your relationship to local government? **Resident / ratepayer**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **56 - 65**

**Q8** Which local government do you interact with most? **Greater Geraldton (City)**

## Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

<b>Q12</b> What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).	<b>How a response to a complaint is to be made</b> ,
	<b>Opportunities for a review of a response</b> ,
	<b>The timeframes related to the process or review</b> ,
	<b>Notification requirements of the process</b> ,
	<b>Reporting of the complaints received</b>

---

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.” **Supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement? **No**

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)? **A tabled decision for council to determine** ,

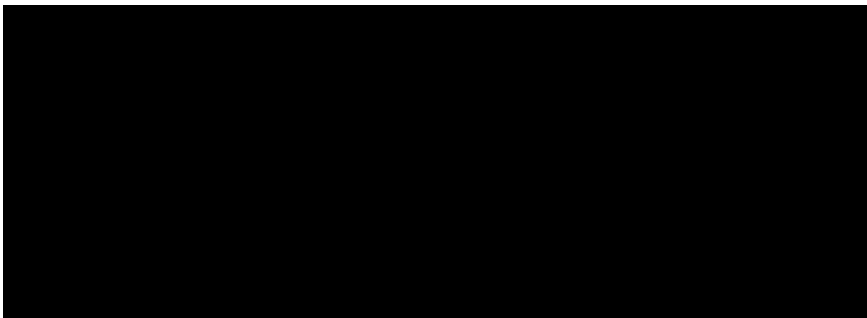
Other (please specify):  
Within a local government the CEO will likely dictate a complaint treatment so that another employee or an internal panel is irrelevant.

---

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au). **Respondent skipped this question**

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Staff member or CEO**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **46 - 55**

**Q8** Which local government do you interact with most? **Gosnells (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How the application must be made** ,

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

**The timeframes related to the process or review** ,

**Notification requirements of the process** ,

**Reporting of the complaints received** ,

**Internal independent review of complaints** ,

Other (please specify):

Improvements as a result of the complaint

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**A qualified complaints management officer**

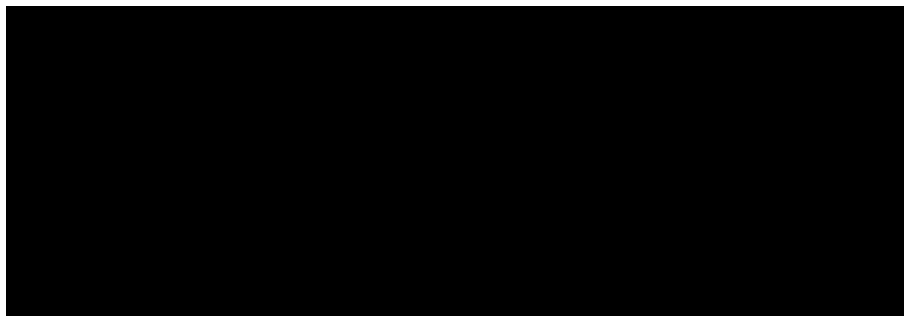
---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

The word complaint frightens people but the scrutiny of complaints can lead to service improvements and as such they are valuable to an organisation and should be viewed as feedback rather than complaints.

---



## Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

## Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

## Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Council member, including Mayor or President**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **46 - 55**

**Q8** Which local government do you interact with most? **Melville (City)**

## Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How the application must be made** ,

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

**Reporting of the complaints received** ,

**Internal independent review of complaints** ,

Other (please specify):

A system provided by government to bring a resolution for any government agency dealing with vexatious complaint methodology.

---

---

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very supportive**

---

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**None of the people or groups listed above** ,

Other (please specify):

A separate government body who specializes in the background to the complaint.

---

---

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

Vexatious complaints are an unfortunate waste of a government agencies resources which inhibit the ability for that government agency to deliver quality service provision to the wider community and subsequently these vexatious complainants need to be brought to a finality.

---

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Staff member or CEO**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **36 - 45**

**Q8** Which local government do you interact with most? **Joondalup (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**



## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**None of these options** ,

Other (please specify):

Local governments should not be mandated to adopt complaints management policies

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**No**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**Different staff member in the local government** ,

**A qualified complaints management officer** ,

Other (please specify):

WA Ombudsman

---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Council member, including Mayor or President**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **Not applicable**

**Q8** Which local government do you interact with most? **Nedlands (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How the application must be made** ,

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

**The timeframes related to the process or review** ,

**Notification requirements of the process** ,

**Reporting of the complaints received** ,

**Internal independent review of complaints**

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**None of the people or groups listed above** ,

Other (please specify):

DLGSC should deal with complaints about a LG staff member.

---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

The CEO should not be the complaints officer of a LG.

---

Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?

**Q5** What best describes your relationship to local government? **Staff member or CEO**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **36 - 45**

**Q8** Which local government do you interact with most? **Corrigin (Shire)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

**The timeframes related to the process or review** ,

**Reporting of the complaints received** ,

**Internal independent review of complaints**

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**No**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

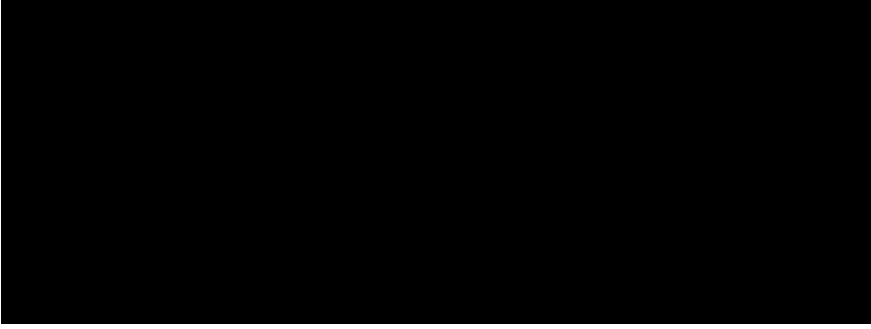
**Different staff member in the local government**

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### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**



## Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **No**

**Q2** Who are you completing this submission on behalf of? **Yourself**

## Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

## Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Resident / ratepayer**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **56 - 65**

**Q8** Which local government do you interact with most? **Mundaring (Shire)**

## Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How the application must be made** ,

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

**The timeframes related to the process or review** ,

**Notification requirements of the process** ,

**Reporting of the complaints received** ,

Other (please specify):

External Independent review of complaints / mandatory reporting of complaints to appropriate Governing bodies / internal reviews are never independent / most complaints are referred to officer who is subject of complaint for response to complainant -this has to stop

---

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**None of the people or groups listed above** ,

Other (please specify):

An independent external reviewer needs to be appointed by State Government - not Local Government

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Page 9: Other suggestions?

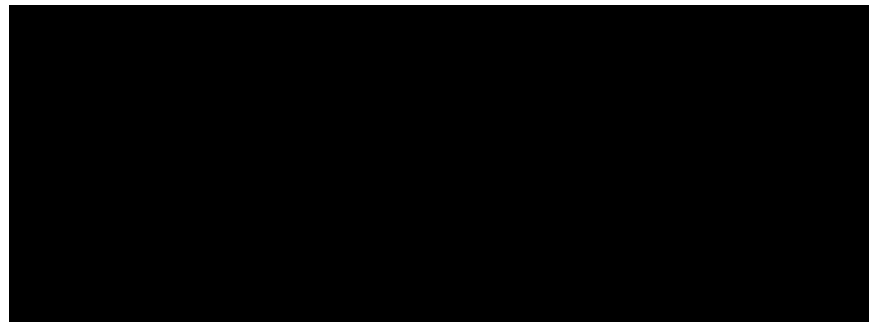
## Complaints management

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

Current system enables LG to hide complaints from independent oversight and enables stonewalling of complainant by LG.

---





## Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

## Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

## Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Resident / ratepayer**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **56 - 65**

**Q8** Which local government do you interact with most? **Swan (City)**

## Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made**
- How a response to a complaint is to be made**
- Opportunities for a review of a response**
- The timeframes related to the process or review**
- Notification requirements of the process**
- Reporting of the complaints received**
- Internal independent review of complaints**

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very supportive**

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

Page 8: Review of complaints

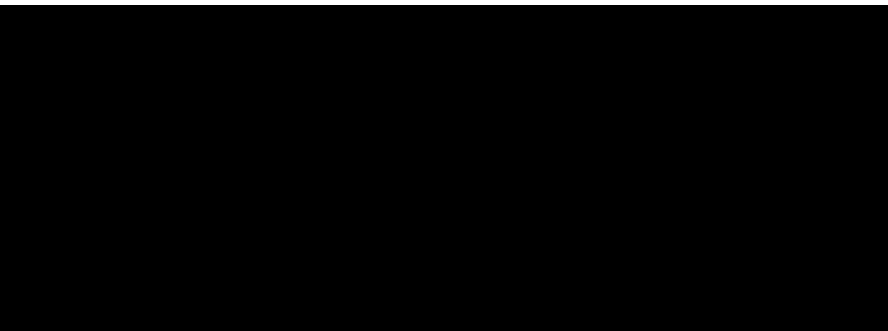
**Q15** Who should review unresolved complaints (please select options that apply)?

- A committee created by the local government**
- A tabled decision for council to determine**
- Other (please specify):**  
An independent person selected from the ratepayer base.

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**



## Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

## Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

## Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Council member, including Mayor or President**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **56 - 65**

**Q8** Which local government do you interact with most? **Beverley (Shire)**

## Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

<b>Q12</b> What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).	<b>How a response to a complaint is to be made</b> ,
	<b>The timeframes related to the process or review</b> ,
	<b>Reporting of the complaints received</b> ,
	<b>Internal independent review of complaints</b>

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Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”	<b>Supportive</b>
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<b>Q14</b> Should a local government customer service charter be a legislative requirement?	<b>No</b>
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Page 8: Review of complaints

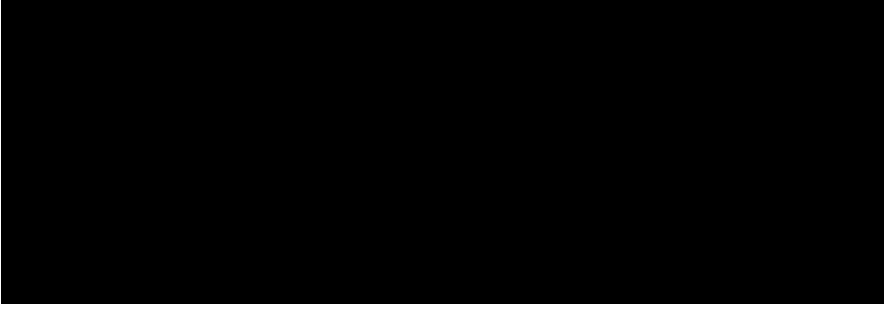
<b>Q15</b> Who should review unresolved complaints (please select options that apply)?	<b>A committee created by the local government</b> ,
	<b>A tabled decision for council to determine</b>

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Page 9: Other suggestions?

<b>Q16</b> Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at <a href="mailto:actreview@dlgsc.wa.gov.au">actreview@dlgsc.wa.gov.au</a> .	<b>Respondent skipped this question</b>
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Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Staff member or CEO**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **19 - 35**

**Q8** Which local government do you interact with most? **Brookton (Shire)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How the application must be made** ,

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

**The timeframes related to the process or review** ,

**Notification requirements of the process** ,

**Reporting of the complaints received** ,

**Internal independent review of complaints**

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Supportive**

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**A qualified complaints management officer** ,

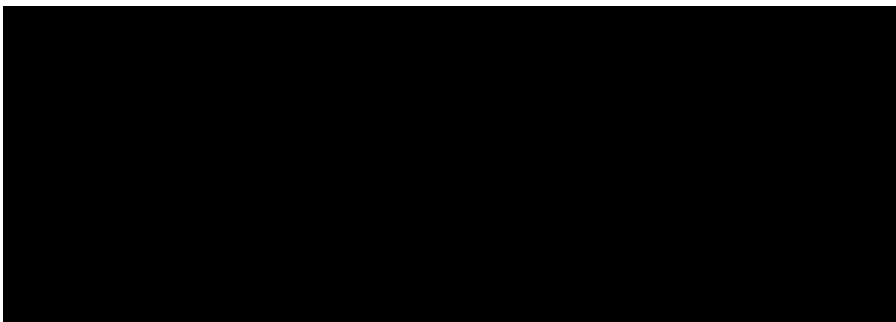
Other (please specify):

Reviewed externally by a complaints officer that does not belong to a particular local government, which can then be passed on to the Ombudsman if it is still unresolved.

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

Local governments should have the same complaints management process across the board -- a complaint made in Brookton should be dealt with in the same manner as a complaint made in Cockburn. Individuals that make a complaint should also be entitled to review the decision and have it assessed by an independent body (like most other govt. departments) so that they feel heard.



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **An organisation, including a Local Government, peak body or a business**

Page 3: Your organisation

**Q3** What is the name of that organisation?

xxx

Page 4: About you

**Q4** What is your name?

xx

**Q5** What best describes your relationship to local government? **Supplier or commercial partner**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **56 - 65**

**Q8** Which local government do you interact with most? **Prefer not to say**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

## Complaints management

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

---

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply). **Respondent skipped this question**

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### Page 7: Customer service charter

**Q13** To what extent do you support this statement? **Respondent skipped this question**

---

**Q14** Should a local government customer service charter be a legislative requirement? **Respondent skipped this question**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)? **Respondent skipped this question**

---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au). **Respondent skipped this question**

---





Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Resident / ratepayer**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **66 - 75**

**Q8** Which local government do you interact with most? **Wanneroo (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply). **Respondent skipped this question**

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Page 7: Customer service charter

**Q13** To what extent do you support this statement? **Respondent skipped this question**

---

**Q14** Should a local government customer service charter be a legislative requirement? **Respondent skipped this question**

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Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)? **Respondent skipped this question**

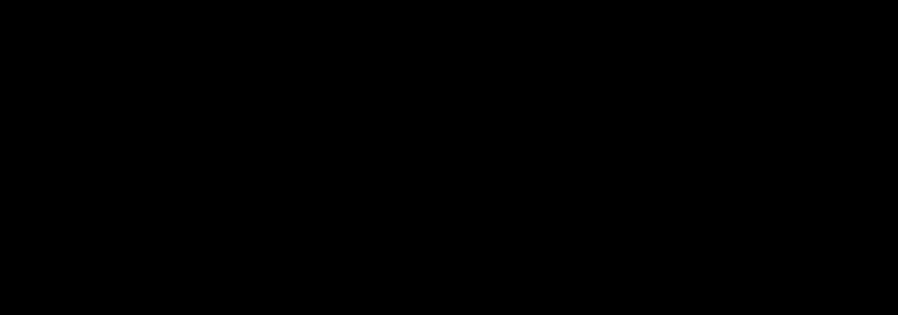
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Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au). **Respondent skipped this question**

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Staff member or CEO**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **56 - 65**

**Q8** Which local government do you interact with most? **Wickepin (Shire)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

How the application must be made

How a response to a complaint is to be made

Opportunities for a review of a response

The timeframes related to the process or review

Reporting of the complaints received

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

Very unsupportive

---

**Q14** Should a local government customer service charter be a legislative requirement?

No

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

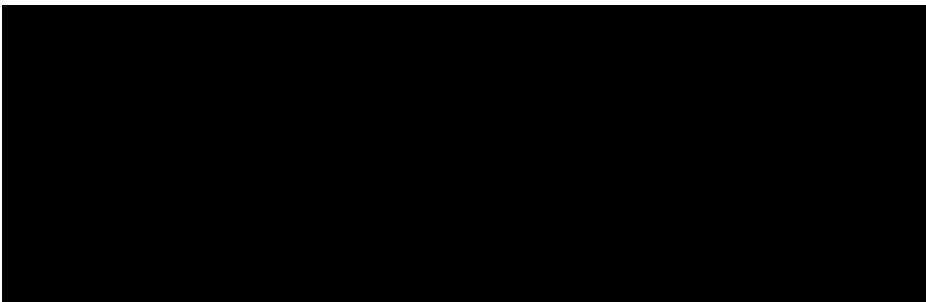
None of the people or groups listed above

---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

Respondent skipped this question



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Community organisation**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **56 - 65**

**Q8** Which local government do you interact with most? **Stirling (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

Other (please specify):

Mediation and third party views

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**A tabled decision for council to determine**

---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

No penalty if complaints by the public are not forwarded or acted upon by local Gov especially if complaining about ceo or his favourite staff

---

## Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

## Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

## Page 4: About you

**Q4** What is your name?

**[REDACTED]**

**Q5** What best describes your relationship to local government? **Resident / ratepayer**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **66 - 75**

**Q8** Which local government do you interact with most? **Swan (City)**

## Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made**
  - How a response to a complaint is to be made**
  - Opportunities for a review of a response**
  - The timeframes related to the process or review**
  - Notification requirements of the process**
  - Reporting of the complaints received**
  - Internal independent review of complaints**
- 

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very unsupportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

- None of the people or groups listed above**
  - Other (please specify):
  - Employ a mediator to help the parties resolve the matter
- 

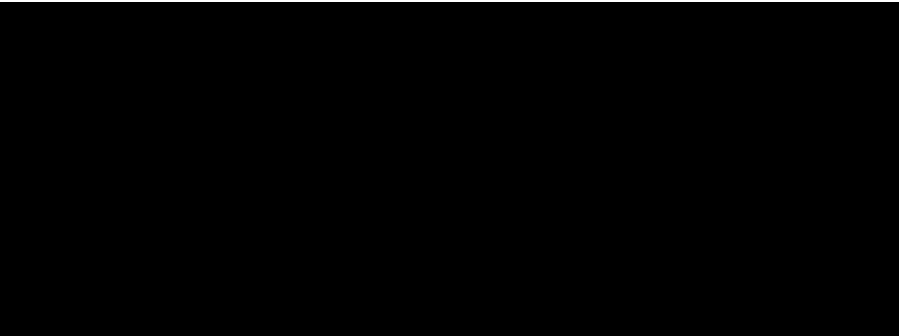
Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

Thank you for the opportunity to be heard.  
Currently we are not heard by our local government ie City of Swan

---





## Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

## Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

## Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Council member, including Mayor or President**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **36 - 45**

**Q8** Which local government do you interact with most? **Rockingham (City)**

## Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How the application must be made** ,

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

**The timeframes related to the process or review** ,

**Notification requirements of the process** ,

**Reporting of the complaints received** ,

**Internal independent review of complaints**

---

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**A tabled decision for council to determine**

---

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Resident / ratepayer**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **76+**

**Q8** Which local government do you interact with most? **Joondalup (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How the application must be made** ,

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

**The timeframes related to the process or review** ,

**Notification requirements of the process** ,

**Reporting of the complaints received** ,

**Internal independent review of complaints**

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### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**A qualified complaints management officer** ,

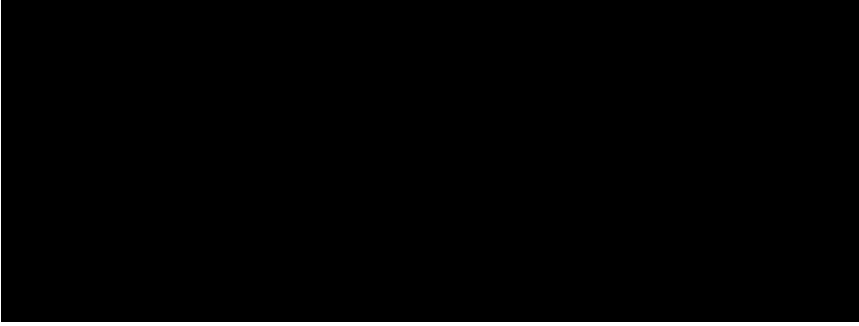
**A tabled decision for council to determine**

---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**



## Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

## Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

## Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Resident / ratepayer**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **46 - 55**

**Q8** Which local government do you interact with most? **Swan (City)**

## Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made**
  - How a response to a complaint is to be made**
  - Opportunities for a review of a response**
  - The timeframes related to the process or review**
  - Notification requirements of the process**
  - Reporting of the complaints received**
  - Internal independent review of complaints**
- 

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

- A qualified complaints management officer**
  - A tabled decision for council to determine**
- 

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Staff member or CEO**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **56 - 65**

**Q8** Which local government do you interact with most? **Kojonup (Shire)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

How the application must be made ,

How a response to a complaint is to be made ,

Opportunities for a review of a response ,

The timeframes related to the process or review ,

Notification requirements of the process ,

Reporting of the complaints received ,

Internal independent review of complaints

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

Other (please specify):

Councils to stipulate as part of Customer Service Charter

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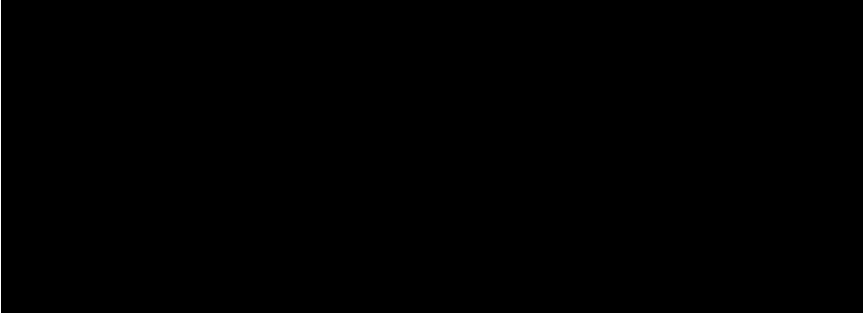
### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

Synopsis of complaints received, addressed and outstanding to be included in annual report

---





Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Staff member or CEO**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **19 - 35**

**Q8** Which local government do you interact with most? **Rockingham (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made**
- How a response to a complaint is to be made**
- Opportunities for a review of a response**
- The timeframes related to the process or review**
- Notification requirements of the process**
- Reporting of the complaints received**
- Internal independent review of complaints**

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

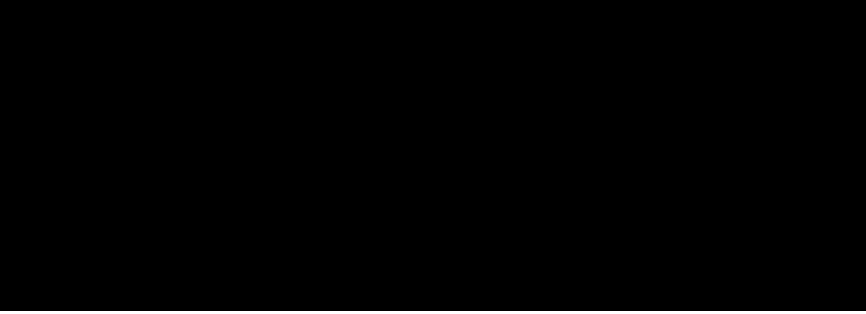
- A qualified complaints management officer**
- A committee created by the local government**

---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**



## Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

## Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

## Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Council member, including Mayor or President**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **19 - 35**

**Q8** Which local government do you interact with most? **Perth (City)**

## Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply). **Respondent skipped this question**

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Page 7: Customer service charter

**Q13** To what extent do you support this statement? **Respondent skipped this question**

---

**Q14** Should a local government customer service charter be a legislative requirement? **Respondent skipped this question**

---

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)? **Respondent skipped this question**

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---

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au). **Respondent skipped this question**

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **An organisation, including a Local Government, peak body or a business**

Page 3: Your organisation

**Q3** What is the name of that organisation?



Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Response is on behalf of a Local Government (Council endorsed)**

**Q6** What best describes your gender? **Not applicable / the submission is from an organisation**

**Q7** What is your age? **Not applicable**

**Q8** Which local government do you interact with most? **Victoria Park (Town)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

## Complaints management

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

---

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made** ,
- How a response to a complaint is to be made** ,
- Opportunities for a review of a response** ,
- The timeframes related to the process or review** ,
- Notification requirements of the process** ,
- Reporting of the complaints received** ,
- Internal independent review of complaints**

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.” **Supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement? **Yes**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

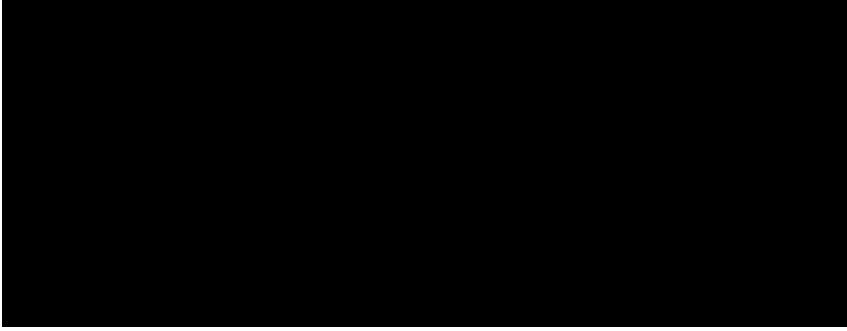
- Different staff member in the local government** ,
- A qualified complaints management officer** ,
- A committee created by the local government**

---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au). **Respondent skipped this question**

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Council member, including Mayor or President**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **Not applicable**

**Q8** Which local government do you interact with most? **Canning (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How the application must be made** ,

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

**The timeframes related to the process or review** ,

**Notification requirements of the process** ,

**Reporting of the complaints received** ,

**Internal independent review of complaints**

---

### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**A qualified complaints management officer** ,

Other (please specify):

An independent qualified complaints management officer

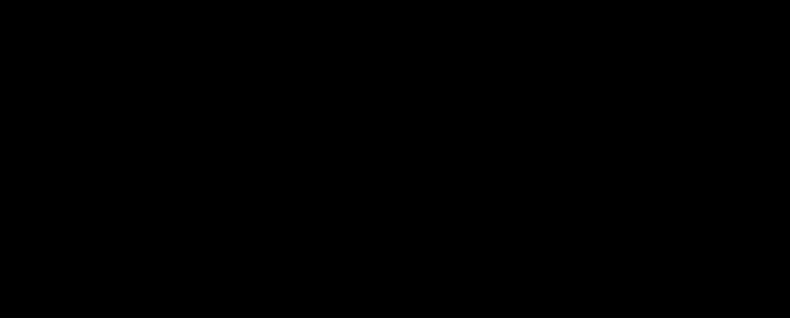
---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

All complaints should be managed externally, you should not have an officer handling a complaint against a colleague, or a complaint from a Ratepayer against staff or a Council decision which may be considered bias, not transparent or accountable. Vexatious complaints could be dismissed, but with reasons, Democracy must be seen to be followed. A qualified external complaints manager could handle this with all relevant data online (if legally allowed). Costs for this could be derived from a levy on all Local Governments as a percentage of their Band level





Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

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Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?

**Q5** What best describes your relationship to local government? **Council member, including Mayor or President**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **56 - 65**

**Q8** Which local government do you interact with most? **Nedlands (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How the application must be made** ,

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

**The timeframes related to the process or review** ,

**Notification requirements of the process** ,

**Internal independent review of complaints**

---

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Supportive**

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**None of the people or groups listed above** ,

Other (please specify):

) A panel from a collective group of Councils

---

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**

## Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

## Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

## Page 4: About you

**Q4** What is your name?

██████████

**Q5** What best describes your relationship to local government? **Resident / ratepayer**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **46 - 55**

**Q8** Which local government do you interact with most? **Joondalup (City)**

## Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**How the application must be made** ,

**How a response to a complaint is to be made** ,

**Opportunities for a review of a response** ,

**The timeframes related to the process or review** ,

**Notification requirements of the process** ,

**Reporting of the complaints received** ,

**Internal independent review of complaints**

---

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**A qualified complaints management officer**

---

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

Complaints should always be taken seriously and the person kept informed and the results be transparent

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



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**Q6** What best describes your gender? **Female**

**Q7** What is your age? **46 - 55**

**Q8** Which local government do you interact with most? **Joondalup (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made**
  - How a response to a complaint is to be made**
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- 

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

- None of the people or groups listed above**
  - Other (please specify):**  
Independent body - Not WALGA. A process/complaints resolution mechanism that can be resolved through the State Administrative Tribunal Only not through internal processes or a create a body of retired councillors who could be deemed independent and who are familiar with complaints resolution best practice models
- 

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Resident / ratepayer**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **66 - 75**

**Q8** Which local government do you interact with most? **Canning (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made** ,
  - How a response to a complaint is to be made** ,
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  - The timeframes related to the process or review** ,
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  - Reporting of the complaints received** ,
  - Internal independent review of complaints**
- 

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**None of the people or groups listed above**

---

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**

---





Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

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Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

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**Q5** What best describes your relationship to local government? **Council member, including Mayor or President**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **66 - 75**

**Q8** Which local government do you interact with most? **Mosman Park (Town)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

## Complaints management

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

---

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made**
- How a response to a complaint is to be made**
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- Reporting of the complaints received**
- Internal independent review of complaints**

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### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.” **Supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement? **Yes**

---

### Page 8: Review of complaints

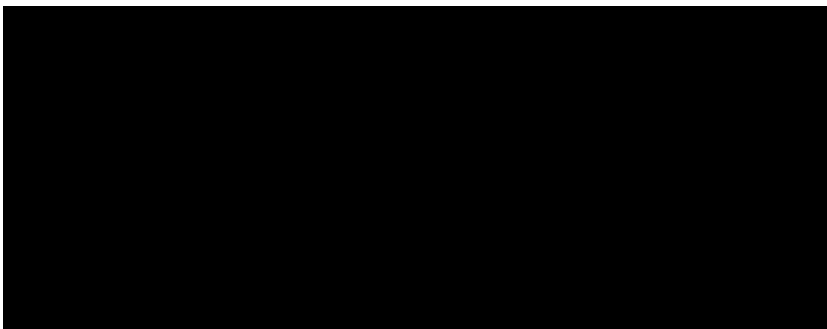
**Q15** Who should review unresolved complaints (please select options that apply)? **A qualified complaints management officer**

---

### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au). **Respondent skipped this question**

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

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Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Council member, including Mayor or President**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **46 - 55**

**Q8** Which local government do you interact with most? **Nedlands (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

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  - Reporting of the complaints received**
  - Internal independent review of complaints**
- 

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

Page 8: Review of complaints

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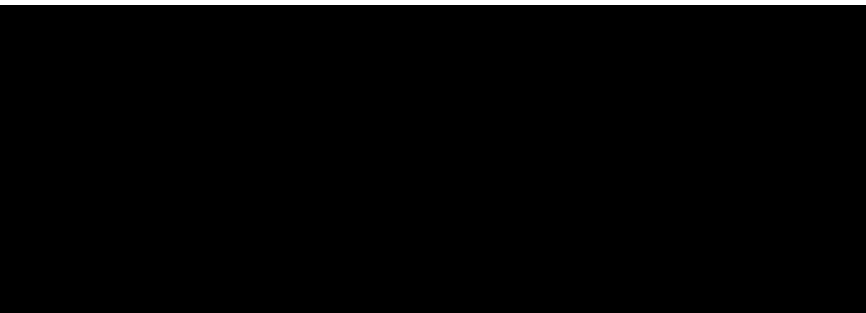
- A qualified complaints management officer**
  - A committee created by the local government**
- 

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**

---



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Council member, including Mayor or President**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **66 - 75**

**Q8** Which local government do you interact with most? **Mundaring (Shire)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made**
  - How a response to a complaint is to be made**
  - Opportunities for a review of a response**
  - The timeframes related to the process or review**
  - Notification requirements of the process**
  - Reporting of the complaints received**
  - Internal independent review of complaints**
- 

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Very supportive**

---

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

---

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**A qualified complaints management officer**

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Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**

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Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Resident / ratepayer**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **46 - 55**

**Q8** Which local government do you interact with most? **Swan (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

**Opportunities for a review of a response** ,

**Reporting of the complaints received** ,

**Internal independent review of complaints** ,

Other (please specify):

I think at the moment it is hard to make a complaint because you need to know what category it comes under (major, minor etc) there is too much onus on the complainant to fill out the right form etc, system seems to be designed to discourage complaints. You should just be able to make a complaint and it is up to some expert at the receiving end to decide which category they want to put it in.

Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

**Supportive**

**Q14** Should a local government customer service charter be a legislative requirement?

**Yes**

Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

**A tabled decision for council to determine** ,

Other (please specify):

Unresolved complaints should go before council in front of the public - not behind closed doors

Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

**Respondent skipped this question**





Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Staff member or CEO**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **19 - 35**

**Q8** Which local government do you interact with most? **Waroona (Shire)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

How the application must be made

How a response to a complaint is to be made

Opportunities for a review of a response

The timeframes related to the process or review

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### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

Supportive

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**Q14** Should a local government customer service charter be a legislative requirement?

Yes

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### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

Different staff member in the local government

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### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

Respondent skipped this question

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Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Community organisation**

**Q6** What best describes your gender? **Male**

**Q7** What is your age? **46 - 55**

**Q8** Which local government do you interact with most? **Joondalup (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **Yes**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

## Complaints management

### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

How the application must be made ,

How a response to a complaint is to be made ,

Opportunities for a review of a response ,

The timeframes related to the process or review ,

Notification requirements of the process ,

Reporting of the complaints received ,

Internal independent review of complaints

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### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.”

Very supportive

**Q14** Should a local government customer service charter be a legislative requirement?

Yes

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### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

Other (please specify):

Ombudsman or Department of Local Government

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### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au).

Respondent skipped this question



Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **Yourself**

Page 3: Your organisation

**Q3** What is the name of that organisation? **Respondent skipped this question**

Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Resident / ratepayer**

**Q6** What best describes your gender? **Female**

**Q7** What is your age? **46 - 55**

**Q8** Which local government do you interact with most? **Joondalup (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply). **Respondent skipped this question**

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Page 7: Customer service charter

**Q13** To what extent do you support this statement? **Respondent skipped this question**

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**Q14** Should a local government customer service charter be a legislative requirement? **Respondent skipped this question**

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Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)? **Respondent skipped this question**

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Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au). **Respondent skipped this question**

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Page 2: About you

**Q1** Have you read the discussion paper associated with this survey? **Yes**

**Q2** Who are you completing this submission on behalf of? **An organisation, including a Local Government, peak body or a business**

Page 3: Your organisation

**Q3** What is the name of that organisation?



Page 4: About you

**Q4** What is your name?



**Q5** What best describes your relationship to local government? **Response is on behalf of a Local Government (Council endorsed)**

**Q6** What best describes your gender? **Not applicable / the submission is from an organisation**

**Q7** What is your age? **Not applicable**

**Q8** Which local government do you interact with most? **Melville (City)**

Page 5: About you

**Q9** Would you like to be updated on the progress of the Local Government Act 1995 review and further opportunities to have your say? **No**

## Complaints management

**Q10** Do you wish for your responses to this survey to be confidential? **Yes**

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### Page 6: Complaints management policies and procedures

**Q12** What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).

- How the application must be made** ,
- How a response to a complaint is to be made** ,
- Opportunities for a review of a response** ,
- The timeframes related to the process or review** ,
- Notification requirements of the process** ,
- Reporting of the complaints received** ,
- Internal independent review of complaints**

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### Page 7: Customer service charter

**Q13** To what extent do you support this statement?

“A customer service charter should set the framework for local government complaints management.” **Very unsupportive**

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**Q14** Should a local government customer service charter be a legislative requirement? **Yes**

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### Page 8: Review of complaints

**Q15** Who should review unresolved complaints (please select options that apply)?

- Different staff member in the local government** ,
- A qualified complaints management officer** ,
- A committee created by the local government**

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### Page 9: Other suggestions?

**Q16** Do you have any additional comments on the topic of complaints management? Additional information can also be provided to the review team via email at [actreview@dlgsc.wa.gov.au](mailto:actreview@dlgsc.wa.gov.au). **Respondent skipped this question**

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