

Complaints against Council employees PROCEDURE 1.2.1(s)

POLICY NO AND TITLE	1.2.1	Conditions of employment policy
PROCEDURE	1.2.1(s)	Complaings against Council employees
VERSION AND DATE ADOPTED	1	
RESPONSIBLE OFFICER		Manager Human Resources

Introduction

Council recognises that occasions may arise where complaints are lodged against employees by members of the public or external organisations.

Guidelines and procedures have been established to ensure that complaints are thoroughly investigated at an appropriate level and that employees are given the opportunity to respond to complaints made against them.

Only signed written complaints will be investigated except where Council’s legal duty of care may be questioned or where there has been alleged corrupt or fraudulent activity.

Details of verbal or anonymous complaints shall be conveyed to the employee(s) involved but will not be investigated nor be acted upon in any other way.

Where investigations reveal that a complaint is justified and that an employee has acted in a manner contrary to accepted Council standards, the normal disciplinary process shall be initiated.

This policy only refers to complaints made against employees by persons external to Council or by Councillors/Council employees when the complaint does not relate to corrupt conduct, maladministration or serious and substantial waste. The Protected Disclosures Act 1994 (refer Section 2.17) applies where a Councillor or staff member makes a disclosure relating to corrupt conduct, maladministration or serious and substantial waste in respect of another Councillor or employee.

Guidelines/ Procedures

Complaints must be in writing and signed by the complainant before an investigation is commenced.

Complaints are to be registered in the Records Section and referred to the General Manager and the relevant Director.

Complaints addressed to the Mayor or Councillors shall be referred to the General Manager.

The Director will acknowledge receipt of the complaint, either in writing or by telephone, and advise the complainant that an investigation shall be undertaken immediately.

The Director shall initiate an investigation by discussing the complaint with the employee(s) involved, any other persons that may have witnessed the alleged incident and the complainant.

The Director is to prepare a report to the General Manager which shall outline the findings of the investigation and recommendations for any resultant action considered appropriate.

The complainant is to be informed in writing when the investigation has been completed and shall be advised, in broad terms, of the outcome.