



## Internal Ombudsman

### What is the role of the Internal Ombudsman?

The Internal Ombudsman at Frankston City Council deals with customer concerns that cannot be resolved by Officers, Managers, General Managers or the Chief Executive Officer. Based on industry best practice principles, the Chief Executive Officer may refer customers and ratepayers' issues directly to the attention of the Internal Ombudsman.

The Internal Ombudsman conducts impartial investigations into referred matters and any administrative practices of the Council but does not represent complainants or defend the Council.

In essence, the Internal Ombudsman's role is to investigate matters in dispute or where concerns are held about the way in which a Council officer has handled their request, query or complaint.

A complaint to the Internal Ombudsman must be made in writing through the Chief Executive Officer. The correspondence must include full details of the matter/issue and provide full details of the complainant including a signature.



# Internal Ombudsman Tasks flow chart

