Complaints process

If you are dissatisfied with an action taken, a decision made or service provided by Council (or a delay or failure in taking action, making a decision or providing a service), you should first raise your complaint with frontline staff or the officer dealing with the matter. You should clearly outline your complaint and the outcome you are seeking.
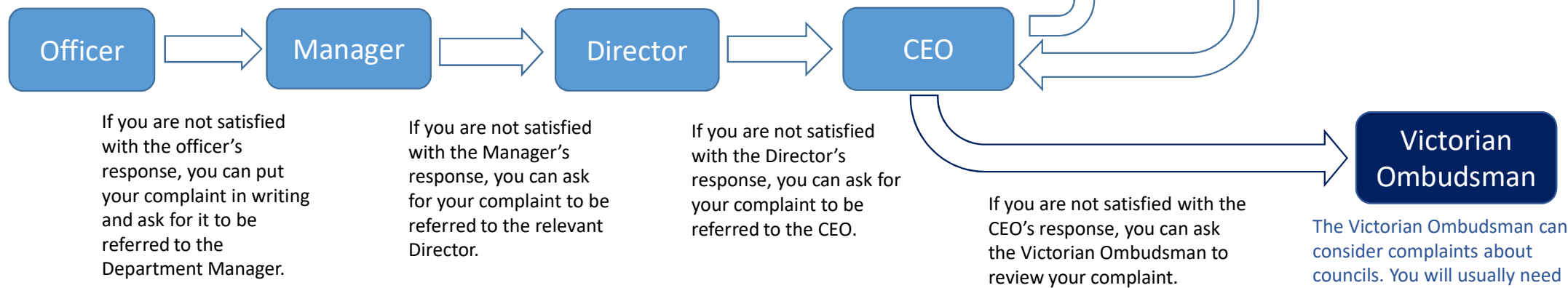
The officer will receive your complaint and resolve it, if possible. If the outcome you are seeking cannot be achieved, the officer will advise you of the reasons why. A response will be provided within 28 days.

The Manager will consider your complaint, review the matters raised, and provide a response within 28 days.

The Director will consider your complaint, review the matters raised, and provide a response within 28 days.

The CEO will consider your complaint and may provide a response, or may decide that it raises issues that require investigation by Council's Independent Internal Review Officer.

The Independent Internal Review Officer can only investigate a complaint at the CEO's request. Findings are reported back to the CEO, with a recommendation. The CEO decides what action to take in response to the findings and recommendation.

Officer → **Manager** → **Director** → **CEO**

Independent Internal Review Officer

Victorian Ombudsman

If you are not satisfied with the officer's response, you can put your complaint in writing and ask for it to be referred to the Department Manager.

If you are not satisfied with the Manager's response, you can ask for your complaint to be referred to the relevant Director.

If you are not satisfied with the Director's response, you can ask for your complaint to be referred to the CEO.

If you are not satisfied with the CEO's response, you can ask the Victorian Ombudsman to review your complaint.

The Victorian Ombudsman can consider complaints about councils. You will usually need to show the Ombudsman that you have already raised the complaint with the council. For more information, telephone 9613 6222 or visit ombudsman.vic.gov.au

Frankston City