

THE BAROSSA COUNCIL

COMPLAINT HANDLING PROCESS



1. Overview

- 1.1 The Barossa Council values its Customers and is committed to the provision of quality service to Customers. Council regards Complaints as an opportunity to improve practices and processes, in addition to resolving the matter.
- 1.2 Section 270 of the *Local Government Act 1999* requires Council to maintain a process on Complaints about Council's actions, its Workers or persons acting on its behalf. Along with the **Customer Service Policy**, this Process aims to ensure that complainants receive a fair, consistent and structured process when Workers are managing Complaints about Council's actions, Workers or representatives.

2. Scope

- 2.1. This Process commences at the point that a Complaint is received by Council.
- 2.1.1. **Workers** should follow this **Complaint Handling Process** to ensure all customer Complaints are dealt with in an efficient and effective manner.
- 2.1.2. **Elected Members** should refer any Complaints received by community members to the CEO or their delegate for action under this Process, except where the Complaint is in relation to the CEO - refer to *clause 5.5: When to immediately transfer a Complaint*.
- 2.2. This Process does not apply to matters that do not fall within the Council area, or that Council is not responsible for – for these types of issues, the Customer will be referred to the external supplier or relevant organisation, authority or third party as appropriate. This Process will also not apply where there is a legislative or other mechanism for Complaints – in such cases, Workers and Elected Members will follow the requirements of the legislative or other mechanism for Complaints, where applicable [see also *clause 5.5: When to immediately transfer a Complaint*]. If the Worker who receives a Complaint is unsure of its most appropriate action, they should refer to their line supervisor, Manager, Manager Customer Experience or the Team Leader, Corporate Governance and Information Services for assistance.
- 2.3. Council also receives Requests for Service and Feedback across all areas of operations and clarification may be necessary to make the distinction between these and a Complaint for the purposes of this Process. Where ambiguity exists, Council will deal with the matter as a Request for Service, rather than a Complaint, in the first instance [Refer to the **Customer Service Policy** and **Request for Service Process**].
- 2.4. Workers will act reasonably and transparently, demonstrate quality customer service, undertake their responsibilities in a proficient manner and use their judgement where necessary to ensure an outcome in line with Council's **Customer Service Policy** and **Customer Service Charter**. Workers will ensure that Complaints and Feedback are handled in accordance with the Guiding Principles set out in clause 5.1 of the **Customer Service Policy**.
- 2.5. Where the Complaint is an Appropriate Disclosure under the *Public Interest Disclosure Act 2018*, it will be managed in accordance with Council's **Public Interest Disclosure Policy and Process** and must be referred to one of Council's Responsible Officers appointed under the **Public Interest Disclosure Policy**.

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3. Core Components

3.1. In order to ensure Complaints are dealt with efficiently and effectively, Workers must:

- **Acknowledge** the Complaint within 5 business days.
- **Assess** the Complaint – distinguish between Complaints, Requests for Service and Feedback to Council. Simple problems may not need to be investigated.
- **Plan** the investigation where one is warranted.
- **Investigate** the Complaint.
- **Respond** to the Customer with a clear decision.
- **Follow up** any customer service concerns.
- **Record** Complaints, including Complaints where no action has been taken, in the Customer Relationship Management System (CRMS) or other appropriate system.
- **Review** similar Complaints to consider whether there are any systemic issues which need attention and which can inform service improvements.

4. Standards of Practice for all Workers when Handling Complaints
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4.1. Treat Complaints seriously and complainants with sensitivity, respect and courtesy.

4.2. All Workers are expected to declare conflicts of interest where they arise, and ensure that necessary action is taken where appropriate.

4.3. Determine Complaints on their merits and facts, after obtaining and considering all relevant information. Ensure that complainants have a reasonable opportunity to provide any relevant supporting information (if circumstances warrant) and document that this opportunity has been given.

4.4. Give equal treatment to all parties involved, and ensure that all Complaints are treated fairly and consistently.

4.5. Ensure an appropriate remedy is provided, if possible, where the Complaint is substantiated.

4.6. When immediate resolution is not possible, where reasonably practicable, ensure that the complainant is kept informed on a regular basis. Where there are delays, ensure that the complainant is informed of the reasons for the delay.

4.7. Provide all parties with an explanation of timeframes (if this is known) and clear reasons as to why any actions have been taken.

4.8. Inform the complainant of any further avenues of review where relevant.

4.9. Respect the privacy of the complainant - with the information gathered during the Complaint process only to be used in order to:

- deal with and resolve the Complaint, and for the purposes of any subsequent review (whether external or internal);
- address systemic issues arising from a Complaint;
- act in accordance with legal requirements, e.g. the *Freedom of Information Act 1991*
- act in accordance with relevant Council policy or process, e.g. **Privacy Policy**;
- report, train and for any other purposes required by legislation or a public authority (and only disclosed publicly in a de-identified format unless otherwise required by legislation or a public authority).

4.10. Ensure that the principles of the Customer Service Charter are adhered to.

5. Process

5.1. Making a Complaint

A Customer may lodge a Complaint in a number of ways:

- Contact Council via Council's website at www.barossa.sa.gov.au
- Telephone
- Fax
- Email
- Letter
- Via Council's social media page
- Visit to Council's Principal Office or Branches

5.2. Assisting with the lodgement of a Complaint

It is essential that no one is excluded from lodging a Complaint because of any difficulties they may have representing themselves. Workers are expected to provide assistance where appropriate, including assistance in documenting the Complaint (if circumstances warrant) and arranging access to interpreters, aids or advocates ensuring that a complainant is treated equitably.

Where the Complaint is serious or complex, the Worker should ask the Customer to lodge the Complaint in writing. Customers should be made aware that refusal to lodge a serious or complex Complaint in writing may affect the assessment, investigation, response and follow up stages of the Complaint.

5.3. Receiving a Complaint

5.3.1. Written Complaints

All written Complaints, whether received by letter, fax or email, must be registered. In most cases, this will be done in accordance with clause 5.4, via the CRMS. Registering a Complaint in the CRMS system will automatically assign an Actioning Officer to the Complaint.

Some Complaints may require immediate transfer to an Actioning Officer under clause 5.5, in which case it may not be appropriate for the Receiving Officer to register the Complaint in the CRMS. In these cases, the Complaint should be forwarded immediately in accordance with clause 5.5 for registration in the appropriate system and action.

Where clause 5.5 does not apply, and the written Complaint is received via an MBX inbox (e.g. by Customer Support, Records Department etc.) or directly in a Worker's Council email, the Complaint may be registered immediately by that Receiving Officer in accordance with clause 5.4. However, if the Receiving Officer is unable to register the Complaint, then it should be forwarded to the Manager Customer Experience or relevant department administration (if this is appropriate) for registering in the CRMS in accordance with clause 5.4.

Written Complaints may also include those received via social media posts on Council's Facebook page. These types of Complaints must also be recorded in the CRMS in accordance with *clause 5.4: Registering a Complaint* by the Communications Department or by Customer Support (unless clause 5.5 applies).

5.3.2. Telephone Complaints

Complaints received by telephone must be registered in the CRMS in accordance with *clause 5.4: Registering a Complaint*, by the Worker receiving the Complaint, which will automatically forward the Complaint for action to the designated Actioning Officer, unless it requires immediate transfer in accordance with *clause 5.5: When to immediately transfer a Complaint*.

5.3.3. In-person Complaints

Subject to *clause 5.5: When to immediately transfer a Complaint*, where a complainant attends at Council's Principal Office or branches, it is the responsibility of the Worker receiving the Complaint to determine whether the matter can be dealt with immediately by that Worker. All Council Workers shall manage Complaints to the best of their ability in the first instance and it is preferable that they are dealt with promptly at the initial point of contact and at the appropriate officer level.

Handling a Complaint at this level can include referral to another Worker who is independent from previous dealings in the matter, or to the Worker's line supervisor, Manager or Director. Where a Worker is unsure whether referral is needed, advice should be sought from their line supervisor or Manager.

All Complaints that are received in-person must be registered in the CRMS in accordance with *clause 5.4: Registering a Complaint*, which will automatically forward the Complaint for action to the designated Actioning Officer. The Actioning Officer should be contacted to attend at the front counter to assist the Complainant.

Where the Complaint is serious, ongoing or complex, the CRMS entry must be maintained by any Workers who have managed the Complaint to include relevant background information and how it has been managed so far.

5.3.4. Anonymous Complaints

It can be difficult to effectively deal with an anonymous Complaint. Customers making anonymous Complaints should be aware that there may be instances where the Complaint cannot be actioned due to lack of information provided.

Workers should encourage the complainant to provide their identity in order for their Complaint to be fully processed. Anonymous Complaints must still be registered in the CRMS by the Worker receiving the Complaint, and addressed by the service area involved in order to identify possible areas for service improvement.

5.4. Registering a Complaint

5.4.1. Subject to *clause 5.5: When to immediately transfer a Complaint*, those Workers in clauses 5.3.1 – 3 above, who register the Complaint in the CRMS, when registering the Complaint should include:

- The date and time of the actual call, attendance or contact is noted;
- The name of the Worker who registers the Complaint in the CRMS (automatically assigned);
- Complainant's name
- Complainant's address
- Complainant's contact details, including phone number/s and email address
- Details of the Complaint in sufficient detail as reported by the Complainant;
- the name of the Actioning Officer to whom the Complaint has been assigned (automatically assigned)
- Whether the Complainant wishes to be advised when the Complaint is resolved;

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- Any documents, notes, photographs, correspondence or other information provided by the complainant to in relation to their Complaint.
- 5.4.2. For Workers without access to or expertise in the CRMS, Complaints should be referred to the Customer Support Team or relevant department administration for registering in the CRMS.
- 5.4.3. All documents, notes, telephone calls, photographs, correspondence and any other information relevant to the Complaint must be retained and stored by the Worker receiving the Complaint and the Actioning Officer in accordance with the **Knowledge Management Policy** and associated Processes, and the **Privacy Policy**.

5.5. When to immediately transfer a Complaint

5.5.1. Complaints that must be immediately transferred are those regarding:

- review of a Council or CEO decision under section 270 of the *Local Government Act 1999* and Council's *Internal Review of Council Decisions Policy and Process*. This could include a decision made on behalf of Council by a Worker - transfer to the CEO, or Team Leader, Corporate Governance and Information Services as the Internal Review Contact Officer under the **Internal Review of Council Decisions Policy and Process**
- a formal request through the Freedom of Information process - transfer to the Team Leader, Corporate Governance and Information Services as the Accredited Freedom of Information Officer
- a Complaint about an Elected Member or CEO - transfer to Mayor / Deputy Mayor to activate, respectively, the **Complaint Process under the Code of Conduct for Elected Members Process** or **Formal Investigation Process**
- insurance claims - transfer to the Risk Co-ordinator or Director, Corporate Services and Business Innovation
- decisions made under legislation other than the *Local Government Act*, such as the *Development Act 1993*, *Planning, Development and Infrastructure Act 2016* or *Expiation of Offences Act 1996* - transfer to the relevant Director
- a Complaint or request for information from a Minister, public authority, government office, court or tribunal, SAPOL, the Ombudsman, Auditor-General, or Independent Commissioner Against Corruption, Office for Public Integrity etc. – transfer to the CEO or relevant Director
- a Complaint that constitutes or involves the appropriate disclosure of environmental and health information or public administration information – follow **Public Interest Disclosure Policy and Process**. If unclear, refer the matter to one of Council's Responsible Officers appointed under the **Public Interest Disclosure Policy**
- Complaints involving an allegation against an Employee or an alleged breach of the Code of Conduct for Council Employees or Human Resources Management Policy - transfer to the Senior People and Culture Advisor or Director, Corporate Services and Business Innovation , or relevant Director (unless the Complaint is against the Chief Executive Officer, then transfer to the Mayor). Complaints against Employees will be managed in accordance with Council's **Human Resource Management Policy** and related processes.

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Complaints against other categories of Worker that are not Employees, including Volunteers and Contractors will be managed in accordance with the relevant Council policy or process (where applicable).

- A Complaint with respect to the operations of the Community Transport and Home Assist Department (not an HR Complaint) – transfer to the Community Transport and Home Assist Department

The Actioning Officer will be the officer to whom a Complaint is transferred under this clause.

- 5.5.2 To immediately transfer a Complaint under this clause 5.5.1:
- If the Complaint is received in writing, the Worker receiving the Complaint will immediately forward the written Complaint to the Actioning Officer.
 - If the Complaint is received via telephone, the Worker receiving the Complaint will immediately transfer the telephone call to the Actioning Officer.
 - If the Complaint is received in-person at Council's Principal Office, the Actioning Officer will be asked to attend the front desk to assist the Complainant. If the Complaint is received in-person at Council's branch offices, where possible, the Worker receiving the Complaint may telephone the Actioning Officer to speak to the Complainant.
- 5.5.3 The Worker who receives the Complaint should ensure that sufficient detail on the background of the Complaint and its progress is provided to the Actioning Officer, where applicable.
- 5.5.4 Complaints that need to be immediately transferred may contain sensitive or confidential information. Any documents, notes, telephone calls, photographs, correspondence and any other information relevant to the Complaint must be retained and stored by the Actioning Officer in accordance with the **Knowledge Management Policy** and associated Processes and **Privacy Policy**, and assigned appropriate security restrictions if necessary.

5.6. Acknowledging a Complaint

- 5.6.1. Where the identity and contact details of the complainant are known, written acknowledgement of the Complaint will be provided within **5 business days of receipt**. If the Complaint cannot be resolved within 5 business days, then the expected timeframe for resolution may be advised if this is known.
- 5.6.2. Complaints received in person or via telephone may be verbally acknowledged at the time the Complaint is made, including providing the CRMS reference number (if any).
- 5.6.3. Complaints transferred under clause 5.5 may have specific timeframes for acknowledgement or response that are established by legislation or other processes. Where this is the case, the timeframes specified in this Process will not apply.

5.7. Handling Complaints at a Senior Level

5.7.1. When to assign to a Senior Worker

A Complaint should be directed to a Senior Worker in the Council where circumstances indicate generally that the Complaint would be more appropriately handled at a higher level. Examples include where the Complaint:

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- ranges across more than one service area within Council
- concerns a contractor or consultant (note that there may be contractual obligations that apply)
- is serious or has a high degree of complexity
- has not been resolved to the complainant's satisfaction by the Worker receiving the Complaint or
- requires a decision by the Elected Body or the CEO

5.7.2. Process of assigning to a Senior Worker for assessment

The Worker who is assigning the Complaint to a Senior Worker should ensure that the assignment occurs promptly, via the CRMS by assigning the Senior Worker as the Actioning Officer to the CRMS, and that the complainant understands the process and timeline for the next action (if this is known). Additionally, the Worker assigning the Complaint should document their involvement to date in the CRMS.

Re-assignment of the Actioning Officer in the CRMS to a Senior Worker should occur with the appropriate authorisation.

5.7.3. Assessing a Complaint by a Senior Worker

Each Complaint assigned to a Senior Worker must be assessed to determine its nature, how it should be dealt with, when it should be dealt with, who should be involved and whether further information or investigation is required.

Some Complaints involve communication problems or misunderstandings that can be resolved informally by talking to the complainant or discussion between the parties, or through other processes such as mediation.

Issues to consider in the assessment of a Complaint include (but is not limited to):

- the significance of the Complaint for the complainant and Council
- whether the Complaint itself, or the type of remedy required for the Complaint requires a decision of the Elected Body or the CEO
- the need and requirement of immediate action
- seriousness and/or complexity
- whether it indicates the existence of a systemic problem
- whether an alternative and satisfactory means of redress is available
- whether the parties are agreeable to informal resolution of the Complaint
- whether the Complaint is trivial, frivolous or without merit
- if the Complaint relates to an incident, the time that has lapsed between the actual incident and the Complaint
- the remedy that is sought, or the outcome that the Complainant wants
- whether the subject matter of the Complaint is a matter or decision that can actually or practically be reversed, remedied, or altered
- whether the proposed outcome or remedy is in line with Council's service standards, annual budget, work plan, Strategic Management Plans, policies and processes and legislation
- whether the subject of the Complaint is a matter of an existing contractual relationship / obligation.

The Senior Worker should:

- contact the complainant to provide a formal response or propose other actions if an investigation is not warranted (and if this is the case, explain why investigation is not warranted);
- ensure that the complainant receives regular updates about the progress of the investigation and a formal written response including reasons for the decision;

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- where the matter is not confidential, document all actions in the CRMS and where the matter is confidential, ensure that sufficient records are maintained and stored in the EDRMS with appropriate access controls; and
- make every effort to finalise the Complaint at this level as promptly as possible, with a range of possible outcomes listed at *clause 5.9: Remedies* below.

The Senior Worker may escalate a Complaint to a relevant Director or the CEO if appropriate.

5.8. Internal review under Section 270 of the *Local Government Act 1999*

5.8.1. Customers are encouraged to use the Customer Service Policy and Complaints Handling Process mechanisms, in the first instance, to lodge a Complaint. However, subject to Council's **Internal Review of Council Decisions Policy and Process**, Customers may use the section 270 of the *Local Government Act 1999* - Internal Review mechanism at any time to review a decision made by Council or on behalf of Council.

5.9. Remedies

5.9.1. Following an assessment, where it is determined by the Senior Worker that it is appropriate to provide a remedy, the next step is to determine an appropriate remedy or response to the Complaint, if that is possible depending on the individual circumstances.

5.9.2. An apology *which is not an acceptance of liability* may be appropriate in most cases. Other remedies listed in clause 5.9.4 below should be fair, consistent and reasonable for both Council and the complainant.

5.9.3. The chosen remedy should be:

- proportionate and appropriate in relation to the service standard or behavioural expectations asserted in the Complaint;
- take account of the outcome the complainant is seeking when they made the Complaint; and
- in alignment with Council's service standards, annual budget, work plan, Strategic Management Plans, policies, processes and any relevant legislation.

5.9.4. The range of possible outcomes include (but is not limited to):

- providing an explanation
- an admission of fault, depending on the seriousness of the Complaint (but done so with the CEO or relevant Director approving this action)
- mediation or other remedy under section 271 of the *Local Government Act 1999* – *refer all recommendations of this nature to the CEO*
- providing a service
- a change in decision, policy, process or practice
- a correction of misleading records
- refund of any fees
- the waiving of a debt or the remission of a penalty
- protection to the complainant where appropriate
- disciplinary action under a Code of Conduct or Council policy
- immediate referral of a matter to an external agency or Council's Responsible Officers under the *Public Interest Disclosure Act* for further investigation or further action where required
- financial compensation – although compensation is a final option and will apply only in cases where the loss or suffering is considered substantial and is as a direct result of Council's action. All recommendations for financial compensation must be referred to the CEO.

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- Review/variation of a contractual term.

5.9.5. Ideally, remedies should be implemented as soon as possible. In cases where a remedy is provided to a complainant, it may also be necessary to provide a remedy to other people similarly affected, even if they have not made a Complaint.

5.9.6. If an apology is required Workers are encouraged to apologise promptly, verbally (with a record that the verbal apology has been provided made in the EDRMS or associated CRMS). However, where appropriate, an apology in writing may be provided. Once an apology is issued, Workers should endeavour to ensure that issue is not repeated or trigger a system, policy or process review if warranted.

5.10. Unreasonable Complainant Conduct

5.10.1. All Complaints received by Council are treated seriously. However, there may be occasions when the conduct of a complainant is unreasonable, resulting in a decision to take no further action on a Complaint.

5.10.2. Where a complainant's behaviour consumes an unwarranted amount of Council resources or impedes the investigation of their own Complaint, a decision may be made to apply restrictions on contact with the person.

5.10.3. Before making any decision to restrict contact, the complainant will be warned in writing that, if the specified behaviour(s) or actions continue, restrictions may be applied, unless the circumstances, or type of behaviour or actions warrant that restrictions apply immediately.

5.10.4. Any decision to suspend action on a Complaint will be made by the CEO or his/her delegate and communicated in writing to the complainant (where the contact details of the complainant are known) and recorded against the Complaint in the CRMS.

5.11. Service Improvement

5.11.1. Learning from Complaints is a powerful way of helping to improve Council's processes and increase trust among those who use Council services.

5.11.2. All Complaints must be recorded in Council's CRMS in such a way that the information can also be analysed for service improvement opportunities.

5.11.3. At intervals determined by the number of Complaints received, the data on Complaints may be reported to the Executive Leadership Team via regular reporting processes, in order to ensure that systemic problems are identified and addressed.

5.12. Feedback

5.12.1. Council encourages Customer Feedback and views it as an opportunity to improve its customer service, processes and service levels. Workers and Elected Members may receive Customer Feedback during the course of their duties, or it may be provided by telephone, in writing or in person at Council's principal office or branches.

5.12.2. All Customer Feedback must be listened to and where reasonable and/or practicable, acknowledged. Acknowledgement may occur immediately if the Feedback is verbal, however, written feedback may only be acknowledged in writing if requested.

5.12.3. Depending on the nature of the Feedback, it may be determined that no action will be taken in relation to the subject matter of the Feedback provided. However,

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Workers must do their best to take action where appropriate, reasonable and fits in with Council's Policies, Processes, Strategic Plans, Policies and Processes, Annual Budget and other relevant documents.

- 5.12.4. Workers may register the Customer Feedback in the CRMS if required. Elected Members may provide any Customer Feedback provided by community members to the CEO.

6. Training

Workers will receive training in Council's CRMS, EDRMS and recordkeeping principles in accordance with the **Induction Policy** and **Knowledge Management Policy**. All Workers can access refresher training in the EDRMS as needed from the Records Management Team and CRMS training through their line manager, Manager Customer Experience and ICT.

7. Related Documents

Customer Service Policy
Customer Service Charter
Request for Service Process
Code of Conduct for Employees
Code of Conduct for Elected Members
Complaint Handling under the Code of Conduct for Council Members
Formal Investigation Process
Human Resource Management Policy
Induction Policy
Internal Review of Council Decisions Policy and Process
Knowledge Management Policy and supporting processes
Public Interest Disclosure Policy
Social Media Process
EPAK Training Module for Pathway
Request for Service Factsheet
Complaints and Feedback Factsheet

8. Legislation and References

s270, s271 - Local Government Act 1999
LGA's Model Complaint Handling Policy and Procedure (2018)
Public Interest Disclosure Act (2018)

9. Review

- 9.1 This Process will be reviewed by the Document Control Officer in consultation with the relevant stakeholders, within four (4) years or more frequently if legislation or Council's need changes.

10. Further Information

- 10.1 This Process is available on Council's website at www.barossa.sa.gov.au. It can also be viewed electronically at Council's principal office at 43-51 Tanunda Road, Nuriootpa and all Council branches, during ordinary business hours. A copy of this Process can be obtained at those venues upon payment of a fixed fee.
- 10.2 Complaints regarding this Process or its application can be made to the Customer Service team on 8563 8444 or barossa@barossa.sa.gov.au at first instance, who will refer you to the most appropriate officer according to Council's *Customer Service Policy* and *Complaints Handling Process* (see clause 10.1 above for availability).

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11. Document Control

Policy Link:	Customer Service Policy		
Document Owner:	Director, Corporate Services and Business Innovation	Document Control Officer:	Team Leader, Corporate Governance and Information Services
Consultation Rating:	A	Audience:	External
		Next Review Date:	31/08/2025
Version history			
Version No.	Date	Description of Change	
2.0	17/08/2021	Process reviewed and updated following adoption of Customer Service Policy	
1.0	18/06/2013	Process last reviewed	
12. Definitions			

Actioning Officer	The Worker assigned responsibility within the CRMS to resolve the Complaint.
Business Day	A day when Council is normally open for business, i.e. Monday to Friday, excluding public holidays and when Council's principle office may be closed (eg. over the Christmas holiday period).
CEO	The Chief Executive Officer of The Barossa Council
Complaint	<p>An expression of dissatisfaction with Council's, Policies, Processes, Fees and Charges, Workers, Elected Members, quality of Service or goods sold or provided which requires a formal response.</p> <p>For the purpose of this Process, a Complaint also includes an expression of dissatisfaction with the behaviour of a Council Worker as regards gifts and benefits which may breach the Code of Conduct for Council Employees, or general behaviour in breach of Council's behavioural expectations outlined in its policies.</p> <p>Council also receives Requests for Service and Feedback (see definitions below) across all areas of operations and clarification may be necessary to make the distinction for the purposes of this Process. Where ambiguity exists, Council will deal with the matter as a Request for Service, rather than a Complaint, in the first instance [Refer to the Customer Service Policy and Request for Service Process].</p>
Complainant	A Customer who makes a Complaint
Council	The Barossa Council
Customer	A user of products and/or Services of the Council.
Customer Request Management System (CRMS)	An automated system used to manage and resolve community Complaints and requests for service across Council departments. Council's CRMS is the Pathway Action System.
Director	Any officer appointed to, including those acting in, a position of Director.
Electronic Document Records Management System (EDRMS)	An automated system used to manage the creation, use, management, storage and disposal of hardcopy and electronically created Documents and Records for the purposes of supporting the creation, revision and management of digital records improving an organisation's workflow and providing evidence of business activities. [Refer to the Knowledge Management Policy]
Employee	Full time, part time and casual Employees of The Barossa Council including trainees, apprentices and on-hire employees.

Feedback	Positive or negative information from Customers regarding their experience with Council which is used as a basis for continuous improvement [Refer to the Customer Service Policy].
Request for Service	An application to have Council or its representative take some form of action to provide or improve a Council service. [Refer to the Customer Service Policy and Request for Service Process].
Senior Worker	A Worker whose position is Manager level or higher.
Service	An action received and/or experienced by the Customer from Council
Worker	A person is a Worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as; <ul style="list-style-type: none"> a) An employee; or b) A contractor or sub-contractor; or c) An employee of a contractor or sub-contractor; or d) An employee of a labour hire company who has been assigned to work in the person's business or undertaking; or e) An outworker; or f) An apprentice or trainee; or g) A student gaining work experience; or h) A volunteer of Council; or i) A person of a prescribed class. [as defined in the WHS Act 2012 (7)].
Unreasonable Conduct	May include unreasonable persistence or demands, lack of co-operation, argumentative, abusive or threatening behaviour, or conduct that puts Council's Workers, equipment or resources at risk of harm or injury.