Compraints management			
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?	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		

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

Page 6: Complaints management policies and procedures

How a response to a complaint is to be , made Opportunities for a review of a , response	
Notification requirements of the , process	
Reporting of the complaints , received	
Other (please specify):	
External review made easy for a change. Nil cost. Short timeframe.	
Very supportive	
Yes	
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.

Other (please specify):

External person or body

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

Page 6: Complaints management policies and procedures

actreview@dlgsc.wa.gov.au.

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 , , , , , , , , , , , , , , , , , , ,
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	Respondent skipped this question

e omp inning	
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?

Resident / ratepayer
Male
66 - 75
Swan (City)
Yes
Yes

Page 6: Complaints management policies and procedures

Q12 What matters need to be considered in complaints management policies and procedures? (Please select all aptians that apply)	How the application must be , made
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
	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.

- 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

Page 6: Complaints management policies and procedures

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Q12 What matters need to be considered in complaints management policies and procedures? (Please select all antiana that apply)	How the application must be , made
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
	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 form external parties for local government staff or representatives
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

Page 9: Other suggestions?

officer

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.

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

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

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)?	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.	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?	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

actreview@dlgsc.wa.gov.au.

0 I 0 I I		
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):	
	Independant 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 actroviow@dlase.we gov au	Respondent skipped this question	

1	6
Page 2: About you	
Q1 Have you read the discussion paper associated with this survey?	Νο
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?	
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 proce	dures	
Q12 What matters need to be considered in complaints management policies and procedures? (Please select	How the application must be , made	
all options that apply).	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	Respondent skipped this question	

actreview@dlgsc.wa.gov.au.

Page 2: About you	
Q1 Have you read the discussion paper associated with this survey?	Νο
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

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.	Respondent skipped this question

1 1	6
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?	Νο
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
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?	Νο
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.

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

Page 2: About you

Q1 Have you read the discussion paper associated with this survey?	Νο
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?	Νο
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
	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?	Νο
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.

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
	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

Q12 What matters need to be considered in complaints management policies and procedures? (Please select	How the application must be , made		
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		
	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.	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 Yes Local Government Act 1995 review and further opportunities to have your say?

Q10 Do you wish for your responses to this survey to be confidential?	Yes
Page 6: Complaints management policies and proce	edures
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?	Νο
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

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.

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.

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

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

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
	Supportive Yes
government complaints management." Q14 Should a local government customer service	
government complaints management." Q14 Should a local government customer service charter be a legislative requirement?	
 government complaints management." Q14 Should a local government customer service charter be a legislative requirement? Page 8: Review of complaints Q15 Who should review unresolved complaints (please 	Yes Other (please
 government complaints management." Q14 Should a local government customer service charter be a legislative requirement? Page 8: Review of complaints Q15 Who should review unresolved complaints (please 	Yes Other (please specify): Depends on whether the complaint relates to an

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

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.
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.	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

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?	

1. . . .

Complaints management	
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

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

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 inprefesional 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 Mnister or the Ombudsman, CCC, or other authority that could help they say they have but these departments are not interested.		

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.

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.

Con	plaints management
Page 2: About you	
Q1 Have you read the discussion paper associat with this survey?	ed Yes
Q2 Who are you completing this submission on b of?	oehalf 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 loca 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 Local Government Act 1995 review and further opportunities to have your say?	s of the Yes

Q10 Do you wish for your responses to this survey to be confidential?	Yes
Page 6: Complaints management policies and procee	dures
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

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.

Local gov should never ba 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

Q12 What matters need to be considered in complaints management policies and procedures? (Please select	How the application must be , made
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
	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.
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.

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.

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

Complaints	smanagement
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	Yes

opportunities to have your say?

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

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
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	A qualified complaints management ,
select options that apply)?	officer
select options that apply)?	officer A committee created by the local government
select options that apply)? Page 9: Other suggestions?	A committee created by the local

	Complaints	management
Page 2: About you		
Q1 Have you read the discussion paper as with this survey?	sociated	Yes
Q2 Who are you completing this submissio of?	n on behalf	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 government?	o local	Staff member or CEO

Q6 What best describes your gender?

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 **Yes** Local Government Act 1995 review and further opportunities to have your say?

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

Male

Page 6: Complaints management policies and procedures

012 \M/bot mottors pood to be sensidered in second state	
Q12 What matters need to be considered in complaints management policies and procedures? (Please select	How the application must be , made
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
	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	Very supportive
government complaints management."	
government complaints management." Q14 Should a local government customer service charter be a legislative requirement?	Yes
Q14 Should a local government customer service	
Q14 Should a local government customer service charter be a legislative requirement?	
Q14 Should a local government customer service charter be a legislative requirement?Page 8: Review of complaintsQ15 Who should review unresolved complaints (please	Yes Different staff member in the local ,
Q14 Should a local government customer service charter be a legislative requirement?Page 8: Review of complaintsQ15 Who should review unresolved complaints (please	Yes Different staff member in the local , government A qualified complaints management

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
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
Darra (); Othan averagetions?	

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.

nil

Complaints management	
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?	Νο
Q10 Do you wish for your responses to this survey to be confidential?	Yes

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 , , , , , , , , , , , , , , , , , ,
	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 Yes 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 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.

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

	1 0
Page 2: About you	
Q1 Have you read the discussion paper as with this survey?	sociated Yes
Q2 Who are you completing this submissio of?	n on behalf 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 t government?	o local Resident / ratepayer
Q6 What best describes your gender?	Male
Q7 What is your age?	56 - 65
Q8 Which local government do you interac	t with most? Greater Geraldton (City)
Page 5: About you	
Q9 Would you like to be updated on the pro Local Government Act 1995 review and fur opportunities to have your say?	
Q10 Do you wish for your responses to this be confidential?	s survey to Yes

Q12 What matters need to be considered in complaints management policies and procedures? (Please select	How a response to a complaint is to be , made
all options that apply).	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?	Νο
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.

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.

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?	Νο
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 How the application must be management policies and procedures? (Please select made 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 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 Very supportive government complaints management."

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

Page 8: Review of complaints

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

Yes

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

r ago of complainte management policico ana proco	
Q12 What matters need to be considered in complaints management policies and procedures? (Please select all antiana that apply)	How the application must be , made
all options that apply).	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

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.

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.

Comptaints management	
Page 2: About you	
Q1 Have you read the discussion paper ass with this survey?	ociated Yes
Q2 Who are you completing this submission of?	on behalf 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 government?	local 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 pro- Local Government Act 1995 review and furth opportunities to have your say?	
Q10 Do you wish for your responses to this be confidential?	survey to 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 Other (please specify): Local governments should not be mandated to adopt compliants 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?	Νο
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.	Respondent skipped this question

1	8
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

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).

Supportive
Yes
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.

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

Complaints management	
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

Page 6: Complaints management policies and procedures

Q12 What matters need to be considered in complaints management policies and procedures? (Please select	How a response to a complaint is to be , made	
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	
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?	Νο	
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.	Respondent skipped this question	

Complaints management	
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

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 , , , , , , , , , , , , , , , , , ,
	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

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.

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

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	Respondent skipped this question

can also be provided to the review team via email at actreview@dlgsc.wa.gov.au.

Complaints management	
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?	P Beverley (Shire)
Page 5: About you	
Q9 Would you like to be updated on the progress of th Local Government Act 1995 review and further opportunities to have your say?	e No
Q10 Do you wish for your responses to this survey to be confidential?	Yes

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	
	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?	Νο
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	Respondent skipped this question

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.

Complaints management		
Page 2: About you		
Q1 Have you read the discussion paper as with this survey?	ssociated	Yes
Q2 Who are you completing this submission of?	on on behalf	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 government?	to local	Staff member or CEO
Q6 What best describes your gender?		Female
Q7 What is your age?		19 - 35
Q8 Which local government do you interac	ct with most?	Brookton (Shire)
Page 5: About you		
Q9 Would you like to be updated on the pr		Yes

Local Government Act 1995 review and further opportunities to have your say?

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

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.

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 Yes with this survey? Q2 Who are you completing this submission on behalf An organisation, including a Local Government, peak of? body or a business Page 3: Your organisation Q3 What is the name of that organisation? ххх Page 4: About you Q4 What is your name? ΧХ Q5 What best describes your relationship to local Supplier or commercial government? 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 Yes

Local Government Act 1995 review and further

opportunities to have your say?

Q10 Do you wish for your responses to this survey to be confidential?	Yes
Page 6: Complaints management policies and proce	dures
Q12 What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).	Respondent skipped this question
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.	Respondent skipped this question

Complaints	management
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

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Page 6: Comple	amis manaoem	ent concies at	IO DIOCEOUIES
i ago oi oompi	anne managem	0110 0010100 011	

Q12 What matters need to be considered in complaints management policies and procedures? (Please select all options that apply).	Respondent skipped this question
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.	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?	Νο
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	How the application must be , made
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
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?	Νο
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.	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?	Νο
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 entires that apply)	How a response to a complaint is to be , made
all options that apply).	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.

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?	
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

Q12 What matters need to be considered in complaints management policies and procedures? (Please select all aptiana that apply)	How the application must be , made
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
	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 resolove 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.

Thank you fo rhte 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
Q7 What is your age? Q8 Which local government do you interact with most?	
	45
Q8 Which local government do you interact with most?	45
Q8 Which local government do you interact with most? Page 5: About you Q9 Would you like to be updated on the progress of the Local Government Act 1995 review and further	45 Rockingham (City)

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		
	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.	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?	Νο
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	Respondent skipped this question

actreview@dlgsc.wa.gov.au.

Complaints management		
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	

actreview@dlgsc.wa.gov.au.

Q12 What matters need to be considered in complaints management policies and procedures? (Please select	How the application must be , , made How a response to a complaint is to be , , made Opportunities for a review of a , response		
all options that apply).			
	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 extraviour@dlane.uva.gov.eu	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?	Νο
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 , , , , , , , , , , , , , , , , , ,
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

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.

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 Yes with this survey? Q2 Who are you completing this submission on behalf Yourself of? 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 Staff member or CEO government? 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 No Local Government Act 1995 review and further opportunities to have your say? Q10 Do you wish for your responses to this survey to Yes be confidential?

Page 6: Complaints management policies and procedures

Q12 What matters need to be considered in complaints	How the application must be ,		
management policies and procedures? (Please select all options that apply).	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?			
<i>".</i>			
"A customer service charter should set the framework for local government complaints management."	Supportive		
	Supportive Yes		
government complaints management." Q14 Should a local government customer service			
government complaints management." Q14 Should a local government customer service charter be a legislative requirement?			
 government complaints management." Q14 Should a local government customer service charter be a legislative requirement? Page 8: Review of complaints Q15 Who should review unresolved complaints (please 	Yes A qualified complaints management ,		
 government complaints management." Q14 Should a local government customer service charter be a legislative requirement? Page 8: Review of complaints Q15 Who should review unresolved complaints (please 	Yes A qualified complaints management , officer A committee created by the local		

Comptaints management		
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: Comp	laints manage	ement policies	and	procedures
i ugo o. oomp	iunito munuge	policios	ana	procedures

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

Yes



Page 2: About you

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

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

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

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 Respondent skipped this question of complaints management? Additional information can also be provided to the review team via email at actreview@dlgsc.wa.gov.au.

	Comptaints I	nanagement
Page 2: About you		
Q1 Have you read the discussion paper as with this survey?	sociated	Yes
Q2 Who are you completing this submissio of?	n on behalf	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 government?	o local	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 interac	t with most?	Canning (City)
Page 5: About you		
Q9 Would you like to be updated on the pro Local Government Act 1995 review and fur opportunities to have your say?		Yes
Q10 Do you wish for your responses to this be confidential?	s survey to	Yes

Page 6: Complaints management policies and procedures

Q12 What matters need to be considered in complaints How the application must be management policies and procedures? (Please select made 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 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 Very supportive government complaints management." Q14 Should a local government customer service Yes charter be a legislative requirement? Page 8: Review of complaints Q15 Who should review unresolved complaints (please A qualified complaints management select options that apply)? officer Other (please specify):

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.

An independent qualified complaints management officer

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	
Fage 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?	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

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.	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

Q12 What matters need to be considered in complaints management policies and procedures? (Please select	How the application must be , made
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
	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.

Complaints should always be taken seriously and the person kept informed and the results be transparent

Complaints	management
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

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):
	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

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.

_	0
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

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)?	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.	Respondent skipped this question	

	Complaints management	
Pa	age 2: About you	
	1 Have you read the discussion paper associated th this survey?	Yes
Q of	2 Who are you completing this submission on behalf ?	Yourself
Pa	age 3: Your organisation	
Q	3 What is the name of that organisation?	Respondent skipped this question
Pa	age 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?	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	Yes

Local Government Act 1995 review and further opportunities to have your say?

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

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	
O15 Who should review uprecedued complete (placed	
Q15 Who should review unresolved complaints (please select options that apply)?	A qualified complaints management officer

	Complaints management	
Page 2: About you		
Q1 Have you read the discussion paper a with this survey?	ssociated	Yes
Q2 Who are you completing this submissi of?	on on behalf	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 government?	to local	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 intera	ct with most?	Nedlands (City)
Page 5: About you		
Q9 Would you like to be updated on the p Local Government Act 1995 review and fu opportunities to have your say?		Yes

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

actreview@dlgsc.wa.gov.au.

o i o i i		
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 , , , , , , , , , , , , , , , , , ,	
	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 actraviow@dlass.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	How the application must be , made		
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		
	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	Respondent skipped this question		

Complaint	Complaints management		
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 **Yes** Local Government Act 1995 review and further opportunities to have your say?

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

Page 6: Complaints management policies and procedures

Page 6. Complaints management policies and proce	uures		
Q12 What matters need to be considered in complaints management policies and procedures? (Please select	Opportunities for a review of a , response Reporting of the complaints , received		
all options that apply).			
	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):		
	Other (please specify): Unresolved complaints should go before council in front of the public - not behind closed doors		
Page 9: Other suggestions?	specify): Unresolved complaints should go before council in front of		

Complaint	5 management
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

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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	

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

question

Comptaints	management
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
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

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): Ombudsman or Department of 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.	Respondent skipped this question

Complaints management		
Page 2: About you		
Q1 Have you read the discussion paper associa with this survey?	ated Yes	
Q2 Who are you completing this submission on of?	behalf 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 loc government?	al Resident / ratepayer	
Q6 What best describes your gender?	Female	
Q7 What is your age?	46 - 55	
Q8 Which local government do you interact with	n most? Joondalup (City)	
Page 5: About you		
Q9 Would you like to be updated on the progres Local Government Act 1995 review and further opportunities to have your say?	ss of the No	
Q10 Do you wish for your responses to this survive be confidential?	vey to Yes	

Page 6: Complaint	e management	nolicios on	d procoduroc
Faue 0. Complaint	5 manauement	DUILLIES all	

Respondent skipped this question
Respondent skipped this question

Yes



Page 2: About you

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

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?	Νο

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

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)?	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 Respondent skipped this question of complaints management? Additional information can also be provided to the review team via email at actreview@dlgsc.wa.gov.au.