

FACT SHEET – GUIDE FOR CUSTOMER COMPLAINTS

Aurukun Shire Council has established a complaints process in line with the requirements of the Local Government Act 2009.

The types of complaints dealt with by this process include; a complaint about the conduct or performance of a councilor; a complaint about the conduct of a council employee; or a complaint about a council service or other administrative action.

How to make a complaint.

Complaints can be made by phone, in person, fax, email: complaints@aurukun.qld.gov.au, online via the Council website or in writing to the Chief Executive Officer, Telephone 07 40606800; or visiting our Council Office at Aurukun or Cairns.

Complaints are accepted only from ‘affected persons.’ i.e. from someone who has been affected by the conduct, service or other action of Council.

The Director of Corporate Services can be contacted with respect to this complaints management process if you require further assistance. Ph: 40606811.

What to include in your complaint

To assist Council in dealing with your complaint, you are asked to provide the following; as much detail as possible about the matter; details of any loss or detriment that you have suffered; list any other agencies or authorities you have already reported this matter to; your contact details and at least one method of contact; an outline of the outcome you are seeking; and any supporting information including photos or contact details of anyone else who can support your complaint.

What happens next?

Your complaint will be recorded and you will be provided with acknowledgment. This will occur within 7 days of receipt of a complaint.

If your complaint is about a Councillor, the CEO will refer the matter to the Mayor to deal with (if the matter is of a minor nature.)

If the complaint is more serious, or is about the Mayor or Deputy Mayor, the CEO may refer the complaint to the Department of Infrastructure Local Government and Planning. The Department may call upon a Regional conduct Review Panel or Local Government Discipline Tribunal to deal with the complaint on its behalf.

If your complaint is about a Council Officer, service or other action, it will be investigated in accordance with the council's complaints management process.

How long will it take to resolve a complaint?

Council aims to resolve all complaints as quickly as possible. The circumstances vary considerably between complaints, so it is not possible to guarantee a set timeframe for all complaints. However, Council try and resolve most complaints within 30 days.

Complaints about simple matters not requiring a formal investigation are usually capable of being addressed within a few days. More serious and complex matters can take considerably longer.

As a complainant, you should be kept informed of the progress of any investigation and you will be notified of the outcome.

Can I make a complaint and remain anonymous?

Council acknowledges that in certain circumstances a person may prefer to remain anonymous when making a complaint. However, Council will have difficulty communicating with the complainant if they remain anonymous.

What happens to the documentation?

Documentation relating to the complaint will be treated as confidential information. This includes the written complaint, investigation report and correspondence between the complainant and the investigator.

Further Action

If you are not satisfied with the outcome of your concerns, you have the right to take your complaint to an external agency, such as the Queensland Ombudsman www.ombudsman.qld.gov.au or Judicial Review.

Other Reference Documents

[Administrative Action Complaints Policy](#)
[Code of Conduct](#)

Annual Report
Complaints Lodgement Form

Main Office:

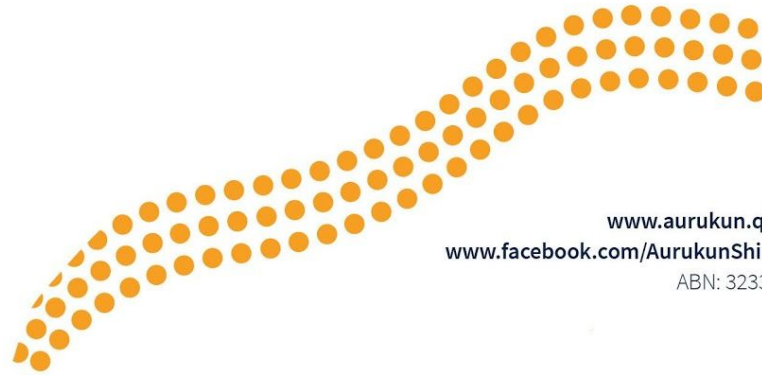
39 Kang Kang Rd, Aurukun, Qld 4892

Finance Office:

200 McLeod St, Cairns North, Qld 4870

PO Box 1, Aurukun, Qld 4892

P: 07 4047 6700



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