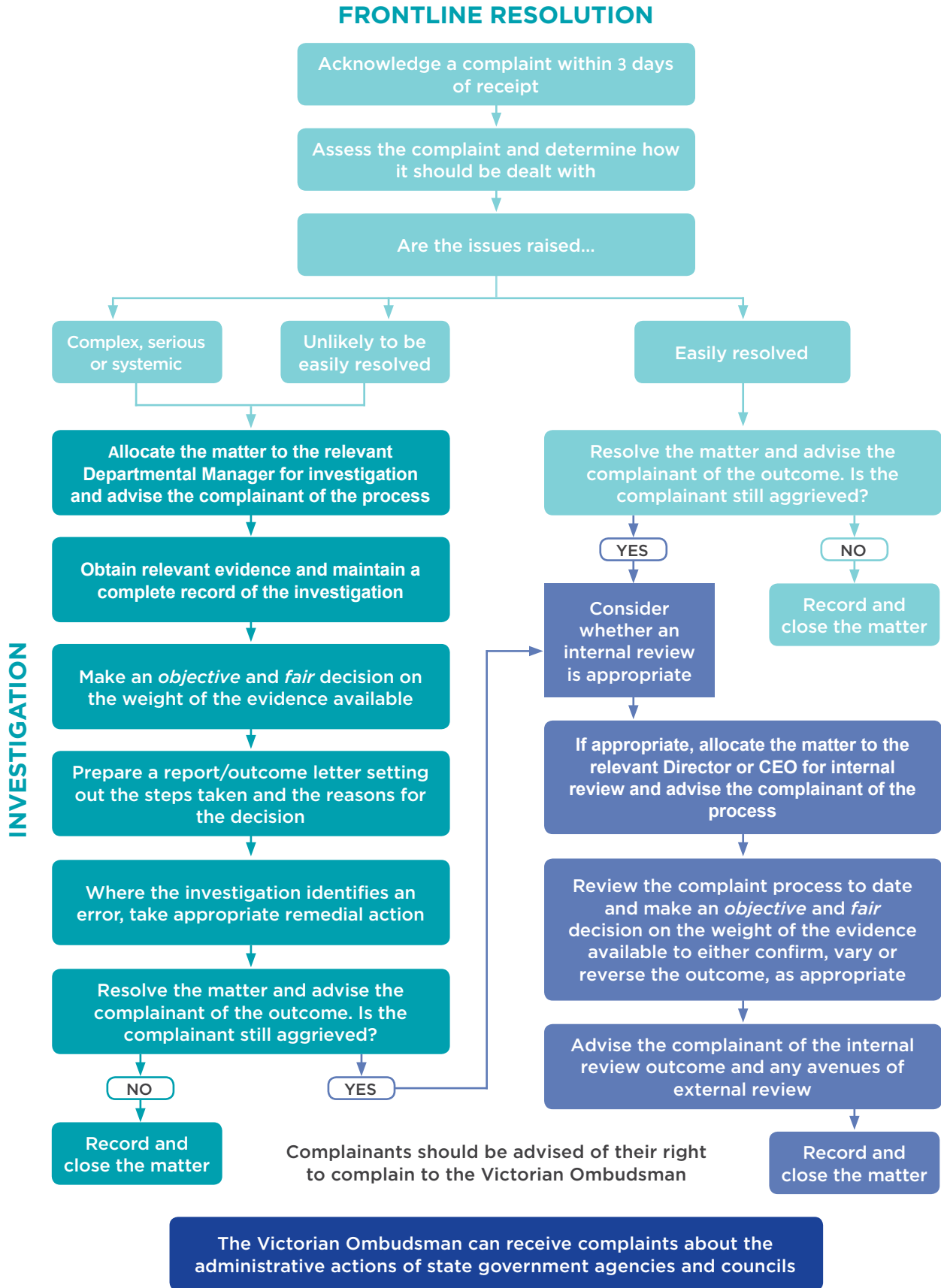# Horsham Rural City Council
urban rural balance

Complaint Resolution Flowchart

This flowchart shows how the four-tiered approach to complaint handling can work in practice.

FRONTLINE RESOLUTION

Acknowledge a complaint within 3 days of receipt

Assess the complaint and determine how it should be dealt with

Are the issues raised...

Complex, serious or systemic

Unlikely to be easily resolved

Easily resolved

INVESTIGATION

Allocate the matter to the relevant Departmental Manager for investigation and advise the complainant of the process

Obtain relevant evidence and maintain a complete record of the investigation

Make an *objective* and *fair* decision on the weight of the evidence available

Prepare a report/outcome letter setting out the steps taken and the reasons for the decision

Where the investigation identifies an error, take appropriate remedial action

Resolve the matter and advise the complainant of the outcome. Is the complainant still aggrieved?

NO

YES

Record and close the matter

Resolve the matter and advise the complainant of the outcome. Is the complainant still aggrieved?

YES

NO

Record and close the matter

Consider whether an internal review is appropriate

If appropriate, allocate the matter to the relevant Director or CEO for internal review and advise the complainant of the process

Review the complaint process to date and make an *objective* and *fair* decision on the weight of the evidence available to either confirm, vary or reverse the outcome, as appropriate

Advise the complainant of the internal review outcome and any avenues of external review

Record and close the matter

Complainants should be advised of their right to complain to the Victorian Ombudsman

The Victorian Ombudsman can receive complaints about the administrative actions of state government agencies and councils

EXTERNAL REVIEW

NOTE: All details of the complaint and action taken to resolve it must be entered onto Council's customer request system