MINUTES OF THE GENERAL MEETING OF THE BARCALDINE REGIONAL COUNCIL HELD IN THE COUNCIL CHAMBERS, 43 DRYDEN STREET, ALPHA ON WEDNESDAY 19 SEPTEMBER 2018 COMMENCING AT 9.10AM

ATTENDANCE

Councillor R Chandler (Mayor) (In the Chair), Councillors J Gray (Deputy Mayor), G Bettiens, S Dillon, M Rogers, B Plumb and G Peoples.

OFFICERS

S Boxall (Chief Executive Officer), B Walsh (Deputy Chief Executive Officer), D Howard (District Manager – Alpha and Jericho), F Smallwood (District Manager – Aramac and Muttaburra), J Lawrence (District Manager – Barcaldine), R Rolfe (Chief Engineer) and A Newton (Minute Secretary).

PRAYER - Cr Plumb read the prayer.

CONDOLENCES

A minute's silence was observed to mark the passing of Mr. Thomas (Tom) Horman of Aramac and Mr. Daniel (Dan) Comiskey, former Councillor of Jericho Shire Council, formerly of "Clontarf" Alpha.

LEAVE OF ABSENCE - NII

ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

The Mayor acknowledged the traditional owners of the land, past and present.

DECLARATIONS OF COUNCILLORS

Material Personal Interest on any items of Business

Pursuant to Section 173 (2) of the Local Government Act 2009, Councillor Peoples informed the meeting of a material personal interest in relation to Items 3.4.1, 3.4.3, 3.4.4 and 3.5.3 (as his family business [Aramac Cut Price Store] could stand to suffer a gain or loss depending on Council's decision) and left the meeting during discussions thereon.

Pursuant to Section 173 (2) of the Local Government Act 2009, Councillor Bettiens informed the meeting of a material personal interest in relation to Item 3.4.1, 3.4.3 and 3.6.1 (as Director of Capricorn Plumbing and Drainage could stand to suffer a gain or loss depending on Council's decision) and left the meeting during discussions thereon.

Pursuant to Section 173 (2) of the Local Government Act 2009, Councillor Bettiens informed the meeting of a material personal interest in relation to Item 3.7.1 (as his business [Capricorn Plumbing and Drainage] could stand to suffer a loss depending on Council's decision) and left the meeting during discussions thereon.

Resolution: Moved Cr Rogers Seconded Cr Bettiens
2018/09/244 That Council does not deem Councillor Dillon's interest in Item 3.2.7 as

an owner of livestock, sufficient enough that he needs to either declare an interest or leave the meeting and that he is entitled to vote on the

matter.

Resolution: Moved Cr Dillon Seconded Cr Bettiens

2018/09/245 That Council does not deem Councillor Gray's interest in Item 3.2.7 as an

owner of livestock, sufficient enough that he needs to either declare an interest or leave the meeting and that he is entitled to vote on the matter.

Carried 6/0

Resolution: Moved Cr Dillon Seconded Cr Bettiens

2018/09/246 That Council does not deem Councillor Peoples' interest in Item 3.2.9 as

an owner of a business that supplies goods to Council, sufficient enough that he needs to either declare an interest or leave the meeting

and that he is entitled to vote on the matter.

Carried 6/0

Conflict of Interest

Cr. Rogers for Item 3.2.7:- "I declare I have a perceived conflict of interest in this matter, as defined in section 173 of the Local Government Act 2009), concerning the lease of the Driftway Reserve due to Mr. Zach Geltch being the partner of my daughter and he has submitted an expression of interest. I propose to exclude myself from this meeting while this matter is debated and the vote is taken."

Cr. Gray for Item 3.2.12:- "I declare I have a perceived conflict of interest in this matter, as defined in section 173 of the Local Government Act 2009), due to my sponsorship of the Muttaburra Golf Club. I propose to exclude myself from this meeting while this matter is debated and the vote is taken."

Resolution: Moved Cr Dillon Seconded Cr Plumb

2018/09/247 That Council does not deem Councillor Bettiens' interest in Item 3.1.6 as

a patient of the Heart Bus, sufficient enough that he needs to either declare an interest or leave the meeting and that he is entitled to vote on

the matter.

Carried 6/0

Resolution: Moved Cr Dillon Seconded Cr Peoples

2018/09/248 That Council does not deem Councillor Bettiens' interest in Item 3.2.1 as

a committee member of Barcaldine Aged Care Inc., sufficient enough that he needs to either declare an interest or leave the meeting and that

he is entitled to vote on the matter.

Carried 6/0

Resolution: Moved Cr Dillon Seconded Cr Peoples

2018/09/249 That Council does not deem Councillor Bettiens' interest in Item 3.7.1 as

a committee member of Barcaldine Aged Care Inc., sufficient enough that he needs to either declare an interest or leave the meeting and that

he is entitled to vote on the matter.

Carried

Moved Cr Dillon Resolution: **Seconded Cr Gray**

2018/09/250 That Council does not deem Councillor Bettiens' interest in Item 3.7.1 as

> a sponsor of Barcaldine Senior Rugby League, sufficient enough that he needs to either declare an interest or leave the meeting and that he is

entitled to vote on the matter.

Carried 6/0

Resolution: **Moved Cr Peoples** Seconded Cr Dillon

2018/09/251 That the Chief Executive Officer investigate to ensure the recording of

Conflicts of Interest and Material Personal Interest matters are in

accordance with legislation.

Carried

7/0

Personal Gifts and Benefits - Nil

BUSINESS

CONFIRMATION OF MINUTES 1.

Summary: The following minutes required confirmation by Council:-

General Meeting - 15 August 2018.

Resolution: Moved Cr Dillon Seconded Cr Plumb

2018/09/252 That the minutes of the General Meeting held by Barcaldine Regional

Council on the 15 August 2018 be received.

Carried

7/0

Resolution: Moved Cr Dillon Seconded Cr Gray

2018/09/253 That the minutes of the General Meeting held by Barcaldine Regional

Council on 15 August 2018 be confirmed.

Carried

7/0

2. **PETITIONS - NII**

REPORTS 3.

3.1 CHIEF EXECUTIVE OFFICER

3.1.1 Chief Executive Officer Information Report August-September 2018

Summary: The Chief Executive Officer's report for August-September is presented to

Council.

Resolution: Moved Cr Dillon Seconded Cr Gray

2018/09/254 That Council receives the Chief Executive Officer's Report for August-

September 2018.

Carried 7/0

The meeting adjourned for morning tea at 10.05am and resumed at 11.00am.

3.1.2 Councillor Information Bulletin

Summary: From the Chief Executive Officer tabling a list of items sent to Councillors in

the Councillor Information Bulletin up to and including 14 September 2018.

Resolution: Moved Cr Peoples Seconded Cr Plumb

2018/09/255 That the report be received.

Carried 4/0

At this stage Councillors Rogers, Bettiens and Dillon returned to the meeting.

3.1.3 RAPAD – Air Services Forum Outcomes Paper

Summary: From the Chief Executive Officer tabling RAPAD's Air Services Forum

Outcomes paper.

Resolution: Moved Cr Peoples Seconded Cr Plumb

2018/09/256 That Council endorses RAPAD's Air Services Forum Outcomes paper.

Carried

7/0

3.1.4 RAPAD – Tourism Futures White Paper

Summary: From the Chief Executive Officer tabling RAPAD's Tourism Futures White

Paper.

Resolution: Moved Cr Plumb Seconded Cr Bettiens 2018/09/257 That Council endorses RAPAD's Tourism Futures White Paper.

Carried

7/0

3.1.5 RAPAD – Outback Aerodrone Symposium Report

Summary: From the Chief Executive Officer tabling RAPAD's Outback Aerodrone

Symposium Report.

Resolution: Moved Cr Plumb Seconded Cr Bettiens

2018/09/258 That Council receives RAPAD's Outback Aerodrone Symposium Report.

Carried

7/0

3.1.6 Heart of Australia – Request for Financial Support

Summary: From the Chief Executive Officer tabling correspondence from Heart of

Australia Pty Ltd requesting financial support to enable the Heart Bus to continue servicing Barcaldine and surrounding towns with regular cardiac and

respiratory specialist services.

Resolution: Moved Cr Dillon Seconded Cr Plumb

2018/09/259 That Council contributes \$10,000 to Heart of Australia Pty Ltd to enable

the continuation of cardiac services currently being provided to western

Queensland.

Carried

7/0

3.1.7 Request for Funding - Media Exposure in RM Williams Outback Magazine

Summary: From the Chief Executive Officer advising that Council has been approached

with a request from a journalist to assist with costs to travel to the region to

write stories about our residents and our communities.

Resolution: Moved Cr Bettiens Seconded Cr Gray

2018/09/260 That Council covers the cost of travel and accommodation for the

journalist up to an amount of \$2,000 whilst in the region to write articles

about our region.

Carried

3.1.8 RAPAD Federal Election Advocacy Program

Summary: From the Chief Executive Officer advising of a request by RAPAD to assist

with funding an advocacy program in the lead up to the next federal election

advocating for local government issues.

Resolution: Moved Cr Peoples Seconded Cr Bettiens

2018/09/261 That Council contributes up to \$15,000 as its share of the joint advocacy

program to run from now until the next federal election.

Carried

6/1

3.1.9 Review of Organisational Structure

Summary: From the Chief Executive Officer tabling a revised organisational structure for

Council's consideration.

Resolution: Moved Cr Bettiens Seconded Cr Dillon

2018/09/262 That Council advertises the following positions as recommended by the

Chief Executive Officer:-

(a) Regional IT and Business Systems Officer;

(b) Regional Workplace Health and Safety Officer; and

(c) Governance and Compliance Officer.

Carried

7/0

At this stage Councillor Dillon left the meeting.

3.1.10 Approaching 2030 Final Draft

Summary: From the Chief Executive Officer tabling the final draft of the Approaching

2030 document for Council's consideration.

Resolution: Moved Cr Bettiens Seconded Cr Plumb
2018/09/263 That Council adopts the final draft of Approaching 2030 as amended.

Carried

5/1

At this stage Councillor Dillon returned to the meeting.

3.1.11 2019 Australia Day Ambassador Program and Great Australian Bites

Summary: From the Events and Tourism Officer submitting a request from the Premier of

Queensland office for Australia Day Ambassador program and Great

Australian Bites.

Resolution: Moved Cr Bettiens Seconded Cr Plumb

2018/09/264 That Council agrees to apply for three Australia Day Ambassadors for

Saturday 26 January 2019 and does not agree to apply for the Great Australia Bites event to be held as part of the Australia Day Celebrations.

Carried

7/0

3.2 DEPUTY CHIEF EXECUTIVE OFFICER

3.2.1 Deputy Chief Executive Officer's Information Report - September 2018

Summary: The Deputy Chief Executive Officer's report for September is presented to

Council.

Resolution: Moved Cr Plumb Seconded Cr Gray

2018/09/265 That Council receives the Deputy Chief Executive Officer's Report for

August 2018.

Carried 7/0

3.2.2 Planning and Development Report

Summary: The Planning and Development Report for the period ending 10 September

2018 is presented to Council.

Resolution: Moved Cr Peoples Seconded Cr Dillon

2018/09/266 That Council receives the Planning & Development Report.

Carried

7/0

3.2.3 Sale of Land - Muttaburra

Summary: Tenders have closed for the sale of surplus land in Muttaburra.

Resolution: Moved Cr Bettiens Seconded Cr Gray

2018/09/267 That Council:-

(a) accepts the tenders for sale of land as follows:-

1. Sharmaine Spence - 102 Lord Street (L9 CM159) Muttaburra - \$2.000

2. Joe Day – 25 Bridge Street (L2 RP605180) Muttaburra - \$2,000; and

(b) advertises for sale the land at 43 Bridge Street (L1 RP607098) Muttaburra for \$2,000.

Carried

3.2.4 Q4 Review – Annual Operational Plan

Summary: The Chief Executive Officer's quarterly progress report on the implementation

of the Annual Operational Plan.

Resolution: Moved Cr Dillon Seconded Cr Plumb

2018/09/268 That Council receives the Report.

Carried

7/0

3.2.5 Review of Complaints Management System

Summary: The Queensland Ombudsman has provided a report on the Review of

Council's Complaints Management System.

Resolution: Moved Cr Peoples Seconded Cr Dillon

2018/09/269 That Council receives the Report.

Carried

7/0

3.2.6 Administrative Action Complaints Process

Summary: A draft Administrative Action Complaints Process Policy is presented for

Council consideration.

Resolution: Moved Cr Dillon Seconded Cr Plumb

2018/09/270 That Council adopts the Barcaldine Regional Council Administrative

Action Complaints Process Policy and withdraws the General

Complaints Process Policy.

Carried

7/0

Councillor Rogers declared an interest in the following matter and left the meeting during discussions thereon.

The meeting adjourned for lunch at 1.00pm and resumed at 1.45pm.

3.2.7 Driftway Reserve - Muttaburra

Summary: Expressions of Interest have closed for the short term agistment of Driftway

Reserve at Muttaburra.

Resolution: Moved Cr Gray Seconded Cr Plumb

2018/09/271 That Council leases the Driftway Reserve for a period of six (6) months.

Lost 4/3

The motion was lost on the casting vote of the Mayor.

At this stage Councillor Rogers returned to the meeting.

3.2.8 Outback Futures Feedback

Summary: A report on the outcome of services provided by Outback Futures.

Resolution: Moved Cr Peoples Seconded Cr Dillon

2018/09/272 That Council receives the Report.

Carried 7/0

3.2.9 Review of Procurement System

Summary: A report on the review of Council's procurement policy and procedures is

presented for Council consideration.

Resolution: Moved Cr Dillon Seconded Cr Gray

2018/09/273 That Council receives the Report and that management presents

recommended changes to the procurement policy and procedures to a

future meeting of Council.

Carried 7/0

3.2.10 2018 Annual Financial Statements

Summary: The 2018 Proposed Financial Statements have been reviewed by the Audit

Committee and are presented for Council consideration.

Resolution: Moved Cr Dillon Seconded Cr Plumb

2018/09/274 That Council receives the draft 2018 Annual Financial Statements for

presentation to the auditor-general for auditing.

Carried 7/0

3.2.11 Barcaldine Clay Target Club Proposal

Summary: A proposal for the relocation of the Barcaldine Clay Target Club for Council

consideration.

[This is not an official copy of Council's Minutes]

Resolution: Moved Cr Dillon Seconded Cr Bettiens 2018/09/275 That Council authorises the Chief Executive Officer to negotiate the

disposal of a portion of land at Mulga Road Barcaldine (Lot 37 SP249547) to the Barcaldine Clay Target Club Inc. for the construction of a new

sporting facility.

Carried

7/0

At this stage Councillor Gray declared an interest in the following matter and left the meeting during discussions thereon.

3.2.12 Muttaburra Golf Club Fees

Summary: A request from the Muttaburra Golf Club for a refund of development

application fees.

Resolution: Moved Cr Dillon Seconded Cr Plumb

2018/09/276 That Council endorses the actions of the Chief Executive Officer to

refund Development Application fees of \$1,531.27 to the Muttaburra Golf

Club.

Carried

6/0

At this stage Councillor Gray returned to the meeting.

3.3 FINANCE

3.3.1 Financial Report

Summary: The financial report for the period ending 12 September 2018 is presented to

Council.

Resolution: Moved Cr Bettiens Seconded Cr Plumb
2018/09/277 That Council receives the Financial Report for the period ending 12

September 2018.

Carried

3.4 MANAGER ENGINEERING SERVICES

At this stage Councillors Bettiens and Peoples declared an interest in the following matter and left the meeting during discussions thereon.

3.4.1 Works Report

Summary: From the Chief Engineer submitting for Council's information, the status of the

scopes of work assigned to Engineering Services for the period ending 31

August 2018.

Resolution: Moved Cr Plumb Seconded Cr Dillon 2018/09/278 That the Works Report for the period August 2018 be received.

Carried 5/0

At this stage Councillors Bettiens and Peoples returned to the meeting.

3.4.2 Harney's Lane Realignment

Summary: A request has been received regarding a realignment of a section of Harney's

Lane which is in close proximity to the cluster fence.

Resolution: Moved Cr Plumb Seconded Cr Bettiens

2018/09/279 That the report be received.

Carried

7/0

Resolution: Moved Cr Dillon Seconded Cr Peoples 2018/09/280 That Council takes no further action to realign Harney's Lane as

requested.

Carried

7/0

At this stage Councillors Bettiens and Peoples declared an interest in the following matter and left the meeting during discussions thereon.

3.4.3 Aramac Aquatic Centre

Summary: From the Chief Engineer detailing the Contract status for the Aramac Aquatic

Centre.

Resolution: Moved Cr Dillon Seconded Cr Gray

2018/09/281 That the Chief Engineer's report be received.

Carried 5/0

At this stage Councillor Bettiens returned to the meeting.

At this stage Councillor Peoples declared an interest in the following matter and left the meeting during discussions thereon.

3.4.4 Unsecured Load - Infringement Notice

Summary: On Tuesday 4 September 2018 the CEO received advice from a Transport

Inspector that one of Council's truck drivers had received a fine for having an

unsecured load.

Resolution: Moved Cr Dillon Seconded Cr Gray 2018/09/282 That Council organises a company to measure, supply and fit tarps.

Carried

6/0

At this stage Councillor Peoples returned to the meeting.

3.5 DISTRICT MANAGER – ALPHA AND JERICHO

3.5.1 Information Report

Summary: From the District Manager – Alpha and Jericho submitting the Information

Report for information.

Resolution: Moved Cr Dillon Seconded Cr Bettiens

2018/09/283 That the District Manager's Information Report be received.

Carried

7/0

3.5.2 Jericho Town Common Proposal

Summary: Letter from Cyril and Darren Couchy asking Council to consider their proposal

before Council makes a decision on whether to close the Jericho Town

Common due to the drought.

Resolution: Moved Cr Plumb Seconded Cr Dillon

2018/09/284 That Council agrees to grant permission for Cyril and Darren Couchy

and Sid Delandelles to keep their cattle on the Jericho Town Common and they supply feed at no cost to Council. The welfare of the cattle will continue to be monitored by Council officers and remains the

responsibility of the stock owners.

Carried

At this stage Councillor Peoples declared an interest in the following matter and left the meeting during discussions thereon.

3.5.3 Application for Mobile Roadside Vending Permit

An application has been received from Geoff and Kate Taylor for a Mobile Summary:

Roadside Vending Permit in Alpha.

Resolution: Moved Cr Dillon Seconded Cr Bettiens

2018/09/285 That Council does not agree to approve the application received from

Geoff and Kate Taylor for a Mobile Roadside Vending Permit to sell

takeaway style food and beverages in Alpha.

Carried

5/1

At this stage Councillor Peoples returned to the meeting.

3.5.4 Request for Assistance – Alpha Junior Football and Cricket Club

Summary: The Alpha Junior Football & Cricket Club requesting financial assistance of

> \$1,000.00 to help cover the cost for a free BBQ for the Alpha Merchandise Golf and Footy Finals Night on the 30th September 2018 at the Alpha Golf

Club.

Resolution: Moved Cr Gray Seconded Cr Dillon

2018/09/286 That Council agrees to donate \$1,000.00 to the Alpha Junior Football &

Cricket Club to help cover the cost for a free BBQ.

Carried

7/0

3.5.5 Use of the Oliver Gallagher Pavilion for the establishment of a Boot Camp Fitness Centre in Alpha

Summary: Use of the Oliver Gallagher Pavilion for the establishment of a Boot Camp

Fitness Centre in Alpha.

Resolution: **Moved Cr Dillon Seconded Cr Gray**

That Council agrees to grant permission for the use of the Oliver 2018/09/287

Gallagher Pavilion at the Alpha Showgrounds for the establishment of a

Boot Camp Fitness Centre for the Alpha Community.

Carried

3.6 DISTRICT MANAGER – ARAMAC AND MUTTABURRA

At this stage Councillor Bettiens declared an interest in the following matters and left the meeting during discussions thereon.

3.6.1 General Information Report

Summary: The District Manager's – Aramac and Muttaburra report was submitted to

Council for information.

Resolution: Moved Cr Bettiens Seconded Cr Gray

2018/09/288 That the District Manager's – Aramac and Muttaburra General

Information Report be received.

Carried 6/0

3.7 DISTRICT MANAGER - BARCALDINE

3.7.1 General Information Report

Summary: The District Manager's – Barcaldine report was submitted to Council for

information.

Resolution: Moved Cr Dillon Seconded Cr Gray

2018/09/289 That the District Manager's – Barcaldine General Information Report be

received.

Carried 6/0

At this stage Councillor Bettiens returned to the meeting.

At this stage Councillor Rogers left the meeting.

3.7.2 Request for Waiver of Development Fees - Joelene Barwick

Summary: Letter received from Joelene Barwick requesting waiver and reimbursement of

development fees of \$1,199.20 paid on 25 June 2018 for new dwelling.

Resolution: Moved Cr Dillon Seconded Cr Gray

2018/09/290 That Council waives and reimburses fees of \$1,199.20 paid for

development application lodged by Joelene Barwick on 25 June 2018.

Carried

6/0

At this stage Councillor Rogers returned to the meeting.

3.8 CONFIDENTIAL REPORTS - Nil

3.9 NOTIFIED MOTIONS - Nil

Mayoral Minute

Resolution: Moved Cr Chandler 2018/09/291 That Council:-

- (a) endorses the action of the CEO to engage Kenneth Hunt HR to provide Human Resources services to Council for a period ending 14 December 2018; and
- (b) resolves that because of the specialised nature of the services that are sought it would be impractical for council to invite quotes or tenders.

Carried

As there was no further business, the Mayor declared the meeting closed at 4.05pm.	
CONFIRMED AS A TRUE AND CORRECT RECORD	
MAYOR:	
DATED:	17 October 2018

SYSTEM: Governance

POLICY TITLE: Administrative Action Complaints Process

ADOPTED: 19 September 2018

POLICY NUMBER: G001

PURPOSE: To provide Council with an approach to manage complaints in relation to

the administrative actions of Council.

1. Legislation

Section 268 of *Local Government Act 2009* requires Council to adopt a process for resolving administrative action complaints.

Section 306 of *Local Government Regulation 2012* provides the process for resolving complaints about administrative actions of Council made by affected persons.

Section 187 of *Local Government Regulation 2012* outlines the details to be included in the annual report about the Administrative Action Complaints Process.

2. Purpose and Scope

The objective of this policy is to provide a process for managing complaints in relation to the administrative actions of the Council and its employees.

It does not cover complaints about a councillor conduct.

It does not cover the initial requests for service or requests for information.

3. Definitions

The following definitions apply for the purposes of this Policy:

"administrative action complaint" is a complaint that:

- (a) is about an administrative action of Council including
 - i. a decision or failure to make a decision including a failure to provide a written statement of reasons for a decision
 - ii. an act or a failure to act
 - iii. the formulation of a proposal or intention
 - iv. the making of a recommendation and

1.

(b) is made by an affected person.

In deciding whether a complaint is an administrative action complaint it is irrelevant:

- a. how quickly the complaint was resolved or
- b. to which area of Council the complaint was made or
- c. whether the complaint was a written of verbal complaint or
- d. whether or not the complaint was made anonymously.

2.

"affected person" is a person who is apparently directly affected by an administrative action of Council.

"complaints management process" is the process for resolving complaints about the administrative actions of Council as set out in this Policy.

"complaints management system" is the system for recording and reporting complaints about the administrative actions of Council

"complaints officer" is the Chief Executive Officer or a person appointed by the Chief Executive Officer.

4. Receipt of Administrative Action Complaints

An affected person may make a complaint in any of the following ways-

- verbally, either by telephone or in person to a Council officer
- · by email or on-line via the Council's website
- in writing by letter or by completing the Council's complaint form, whether signed or unsigned 3.
- through an agent acting on behalf of the affected person

A complaint may be made anonymously. However Council is unable to respond to that complaint.

All complaints must be immediately referred to the Complaints Officer.

5. Complaints by agents

Council will respond to a complaint lodged by a person acting as agent for an affected person, directly to the affected person and not to the agent, unless a letter of authority is provided indicating the agent is acting on behalf of the affected person and the Council considers that the appointment as agent has been validly made.

6. Determination as to Whether a Complaint is an Administrative Action Complaint

Once a complaint is received by the Complaints Officer, a determination must be made on whether the complaint is an administrative action complaint.

The determination will be made by the Chief Executive Officer or a person appointed by the Chief Executive Officer to make that determination.

The Mayor will make the determination with regard to a complaint received that refers to the administrative actions of the Chief Executive Officer.

If a complaint is determined not to be an administrative action complaint, the Chief Executive Officer may handle the matter in an appropriate manner including referring the matter to another officer to respond. The affected person must be advised in writing of the determination and the process for investigating the complaint.

7. Recording of an Administrative Action Complaint

If a complaint is determined to be an administrative action complaint, the complaint must be recorded in Council's Complaint Management System and treated in accordance with this Policy.

The Complaints Officer must immediately advise the affected person or their agent in writing that the complaint has been received and the process for investigating the complaint.

8. Investigating an Administrative Action Complaint

If the Complaints Officer determines that there is sufficient information provided in the complaint and the matter has not previously been investigated or resolved and the matter is not frivolous or vexatious then be complaint will be investigated.

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The complaint must be referred to an officer with the appropriate skills and experience to investigate the complaint. That officer must be more senior than the original decision maker and must not have a real or perceived conflict of interest in the matter.

Administrative Action Complaints shall be dealt with quickly and efficiently and resolved as soon as practicable.

External Investigation

An external investigation of a complaint will be conducted where the administrative action in question was taken by-

- (a) the Council, or a committee of the Council or
- (b) the mayor or the chairman of a standing committee or
- (c) the Chief Executive Officer or
- (d) the matter is serious enough to require the skills of an independent investigator.

9. Communication of Outcome of the Complaint

Council will endeavour to meet the following timeframes for dealing with a complaint-

- for urgent matters—within 7 days
- for non-urgent complaints that are not considered to be complex—within 21 days
- for complex complaints or where the complaint is to be investigated under the external review mechanism—within 45 days.

The timeframe for dealing with a complaint is measured from the date of receipt of a complaint to the date the complainant is informed of the outcome of the complaint.

The affected person will be advised in writing immediately after a decision is made in relation to the complaint. The advice shall set out:

- a. the details of the complaint
- b. the details of the investigation
- c. the decision made as a result of the investigation and
- d. the review options if the affected person is not satisfied with the outcome.

These details will also be recorded in Council's Complaint Management System.

10. Reviewing a Decision

An affected person may request a review of a decision made in relation to the complaint.

The review must be conducted by an officer or a panel or an external reviewer who has not been involved in the original investigation of the complaint.

The request for a review will be classified as an administrative action complaint.

11. Reporting on the Operation of the Complaints Management Process

Council must include in its annual report details of the Complaints Management Process including the number of complaints made for the year.

Internal reports on the operation of the Complaints Management Process must be provided to senior management to identify, analyse and respond to complaint trends and to monitor the effectiveness of the Process.