

POLICY NO.	A.7
POLICY SUBJECT	Complaints by a Member of the Public Against Another Member of the Public
ADOPTION DATE	29 April 1999
LAST REVIEW DATE	26 November 2020 (C.05/1120)

This Policy is separate from Council's "complaints" Policy as it deals with complaints between external parties, not against a Shire employee or service.

This Policy is designed to eliminate frivolous complaints and complaints that are sometimes lodged because of ulterior motives.

Council's Policy is:

1. That any member of the public wishing to make a complaint against a third party is required to lodge the complaint in writing.
2. The complainant is to be advised that Council may only take action on the complaint when he/she agrees to his or her name being made known to the third party.

All parties to be notified in writing of the outcome of the complaint.