

CUS 2 – Complaints by a Member of the Public Against Another Member of the Public

1 Policy

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.

2 Applicable Legislation and Documents

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| Act | s.2.7(2)(b) <i>Local Government Act 1995</i> – The council is to determine the local government’s policies |
| Regulation | N/A |
| Local Law | N/A |
| Shire Policies | N/A |
| Related Documents | N/A |
| Related Procedure | N/A |

3 Administration

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| Original Adoption Date | 29 April 1999 |
| Last Reviewed | 28 April 2022 |
| Scheduled Reviewed Date | 27 April 2023 |