

CUS 1 – Feedback Policy

1 Objectives

The objectives of the Feedback Policy are to:

- 1.1 Recognise, promote and protect the residents, ratepayers, visitors and other stakeholder rights to provide positive and negative feedback to the Shire.
- 1.2 Provide consistent and clear guidelines for the handling of feedback.
- 1.3 Provide a simple, clear and concise process for recording, examining and resolving feedback.
- 1.4 Use feedback for continuous quality improvement across governance, services, products, events and activities.

2 Policy

- 2.1 The Shire welcomes all feedback (positive and negative) from all stakeholders and is committed to using that feedback for continuous quality improvement.
- 2.2 The Shire will use feedback to improve governance, services, products, events and activities.
- 2.3 The Shire will respond to feedback in a prompt effective and professional manner. The timeliness of this response will depend on the critical nature of the issue.

3 Scope

This policy applies to all workers.

4 Definitions

Councillor

means a member of an elected body that makes decisions on behalf of a local government through a formal meeting process. Generally, a local government Council Member, including the Mayor or President, do not have any authority to act or make decisions as individuals.

Employee

means a person that's hired to provide a service to a company either on a full-time, part-time or casual basis in exchange for payment. Also known as employees.

Feedback

means information or statements of opinion about something that can tell you if it is successful, liked, unsuccessful, disliked or can be improved. This may include governance, services, products, events and/or activities.

Worker

means any person who carries out work for a Person Conducting a Business or Undertaking (PCBU), including work as an employee, Councillor, outworker, apprentice or trainee, work experience student, placed with a 'host employer' and volunteers.

5 Policy and Procedures

Feedback consists of information or opinions about something, indicating whether it is successful, liked, unsuccessful, disliked, or in need of improvement. It can pertain to various aspects such as governance, services, products, events, and activities. Additionally, feedback may encompass grievances from residents, ratepayers, or visitors regarding inappropriate actions or behaviors by an employee or Councillor.

Feedback may be about:

- Services or products provided by the Shire;
- Actions or behaviours of:
 - An employee
 - The CEO
 - A Councillor
 - A contractor
 - A member of the public
- Service requests;
- Requests for new services;
- Requests for information or explanation of policies or procedures;
- Feedback relating to a decision/determination made by Council or an employee acting under Council's delegated authority;
- A complaint for which statutory review processes exist, such as an appeal against a planning decision; and/or
- Feedback about receipt of an infringement.

5.1 Feedback Alleging Corruption and/or Crime

Feedback alleging corruption and/or crime will be reported to the WA Police and/or the Corruption and Crime Commission for investigation.

5.2 Feedback Regarding Individual Councillors

Positive feedback will be provided to the respective Councillors for action and considered by the organisation in terms of continuous quality improvement.

Negative feedback will be dealt with in accordance with the P 3 - Grievance Resolution Policy, *Local Government (Rules of Conduct) Regulations 2007*, Code of Conduct for Council Members, Committee Members and

Candidates, the State Administrative Tribunal, the Corruption and Crime Commission or other applicable regulatory mechanism.

Negative feedback will be used to inform continuous quality improvement.

5.3 Feedback Regarding Individual Employees

Positive feedback will be provided to the respective employees for action and considered by the organisation in terms of continuous quality improvement.

Negative feedback will be dealt with in accordance with the P 3 - Grievance Resolution Policy, the Employee Code of Conduct, the Corruption and Crime Commission or other appropriate regulatory mechanism.

The negative feedback will be used to inform continuous quality improvement.

5.4 Feedback Regarding the Shire's Services, Products, Events or Other Activities

Positive feedback will be provided to the respective employees for action and considered by the organisation in terms of continuous quality improvement.

Negative feedback will be forwarded to the respective Executive Manager of each Directorate for response and resolution in a timely manner.

The negative feedback will be used to inform continuous quality improvement.

5.5 Feedback Regarding Members of the Public

Positive feedback will be provided to the respective members of the public and considered by the organisation in terms of continuous quality improvement.

Negative feedback will be addressed using the appropriate legislative mechanism (e.g. Environmental Health Act, Building Act, Local Government Act, applicable local law etc.). Officers will respond to the feedback in an impartial and lawful manner, placing no emphasis on existing relationships.

The negative feedback will be used to inform continuous quality improvement.

5.6 Anonymous Complaints

Limitations will apply to the investigation of anonymous complaints. Anonymous complaints will not be investigated unless the matter is:

- A matter for which the Shire is obliged to act, prescribed in the Local Government Act, the Corruption and Crime Commission Act or under any other written law; and/or
- A matter which if not attended to could reasonably constitute a significant risk to the health and/or safety of persons, animals, assets or the environment.

5.7 Legislative Mechanisms for Feedback

Where there is a legislative mechanism (e.g. regulatory authority, government agency, Act of Parliament etc.) established to address feedback, employees will direct the person lodging the feedback to that mechanism. For instance:

- If the person wants to lodge a complaint with the WA Planning Commission regarding the Shire's activities in planning.

- If the person wants to lodge a complaint with the Environmental Protection Authority regarding the Shire's landfill site.
- If the person wants to lodge a complaint to the Department of Health regarding the Shire's environmental health services.
- If the person is alleging corrupt behaviour and wants to lodge a complaint with the Corruption and Crime Commission.

5.8 No Resolution

If a person making a complaint believes that his/her complaint has not been resolved by the Shire, he/she will be advised of the right of appeal with the relevant regulatory body. The regulatory body will depend on the issue (e.g. Western Australian Ombudsman's Office, WA Planning Commission, Corruption and Crime Commission, WA Health, WA Police, Department of Local Government etc.).

5.9 Flow Chart

Complaint against service provided by Shire.	Complaint against employee other than CEO.	Complaint against CEO.	Complaint against Councillor other than President.	Complaint against President.
Complaint presented to and dealt with by the Executive Manager or CEO.	Complaint presented to and dealt with by Manager, People and Culture, Executive Manager or CEO.	Complaint presented to Shire President.	Complaint presented to Shire President.	Complaint presented to CEO or Deputy President.
If complaint alleges illegal or corrupt action, CEO will automatically refer to outside agency.	If complaint alleges illegal or corrupt behaviour, CEO will automatically refer to outside agency.	If complaint alleges illegal or corrupt behaviour, President will automatically refer to outside agency.	If complaint alleges illegal or corrupt behaviour, President will automatically refer to outside agency.	If complaint alleges illegal or corrupt behaviour, CEO / Deputy President will automatically refer to outside agency.
If complainant is dissatisfied with CEO investigation or determination, he/she to be advised of appeal	If complainant is dissatisfied with CEO investigation or determination, he/she to be advised of appeal	Shire President appoints Complaints Panel.	Shire President appoints Complaints Panel.	Deputy President appoints Complaints Panel.

option to Complaints Panel.	option to Complaints Panel.			
If appeal lodged, Shire President to appoint Complaints Panel to review CEO Determination.	If appeal lodged, Shire President to appoint Complaints Panel to review CEO determination.	Complaints Panel to determine complaint and any subsequent action.	Complaints Panel to determine complaint and any subsequent action.	Complaints Panel to determine complaint and any subsequent action.
Complaints Panel to determine complaint and any subsequent action.	If Complaint Panel determines finding against employee, matter to be referred to CEO for determination of action.	If complaint is upheld Shire President formally advises Council of the contents of the complaint and the action determined by the Complaints Panel, for their information only.	If complaint is upheld Shire President formally advises Council of the contents of the complaint and the action determined by the Complaints Panel, for their information only.	If complaint is upheld Deputy President formally advises Council of the contents of the complaint and the action determined by the Complaints Panel, for their information only.

6 Accountabilities and Responsibilities

6.1 Council is accountable for:

- Ensuring the organisation has in place a lawful, transparent, and accountable policy framework, supported by a suite of compliant and appropriate policies and procedures.
- Endorsing (or not) each organisational policy document in a timely and effective manner.
- Delegating implementation of each policy document to the CEO.

6.2 The CEO is accountable for ensuring the development, implementation, monitoring and review of this policy document, in accord with governing legislation and Council directives.

6.3 The Executive Management Team and Managers is responsible for:

- Ensuring that all employees under their direction comply with this policy document.
- Enacting process to redress non-compliance with this policy document.

6.4 All employees are individually responsible for complying with this policy document.

7 Risk Management

The risks of non-compliance with this policy in place include (but are not limited to):

7.1 Residents, ratepayers, visitors and other stakeholders are not afforded the right to provide

positive and negative feedback to the Shire.

- 7.2 There are no consistent nor clear guidelines for the handling of feedback.
- 7.3 There is no simple, clear nor concise process for recording, examining and resolving feedback.
- 7.4 Feedback is not used for continuous quality improvement across governance, services, products, events and activities.

8 Applicable Legislation and Documents

Act	<i>Local Government Act 1995</i> s.2.7(2)(b) – The council is to determine the local government’s policies s.5.41 – Functions of CEO s.5.51A – Code of conduct for employees s.5.107 – Complaining to complaints officer of minor breach <i>Corruption, Crime and Misconduct Act 2003</i> <i>Public Interest Disclosure Act 2003</i>
Regulation	Schedule 1, Division 3 <i>Local Government (Model Code of Conduct) Regulations 2021</i>
Local Law	N/A
Shire Policies	P 1 – Bullying, Harassment and Diversity Policy P 3 - Grievance Resolution Policy
Related Documents	Code of Conduct for Council Members, Committee Members and Candidates Code of Conduct for Employees Public Sector Commission – Don’t be afraid to speak up
Related Procedure	Public Interest Disclosure Procedures

9 Administration

Original Adoption Date	28 August 2008
Last Variation Date	
Last Reviewed	30 May 2024
Scheduled Reviewed Date	30 May 2027