



Policy Title	Compliments, Complaints and Feedback Handling			LGP029
Directorate	Chief Executive Officer			
Approval Date	19/07/2024	Council Resolution No.	NA	
Review Due	19/07/2028	Revision	4 Years	
References	Information Act 2002 LGP013 Privacy and Confidentiality Policy LGP007 Breach of Code of Conduct Policy HR006 Council Staff Code of Conduct HR007 Fraud and Corruption Control Policy HR014 Whistleblower Policy			

1. PURPOSE

This policy is intended to ensure Victoria Daly Regional Council (VDRC) handles customer compliments, complaints and feedback fairly, efficiently, and effectively.

Council's compliment, complaint and feedback management system is intended to:

- a) Ensure complaints are received, appropriately recorded and resolved in a timely manner.
- b) Deal with complaints in a fair and equitable manner.
- c) Increase the level of customer satisfaction with the way feedback is handled, and in the delivery of services and systems.
- d) Recognise and acknowledge compliments Council receives.

2. SCOPE

This policy applies to all external compliments, complaints and feedback lodged by members of the public to any employee, office of the VDRC or through the online Compliments, Compliments and Feedback form made available on the VDRC website.

3. POLICY STATEMENT

This policy establishes Council's framework of compliments, complaints and feedback handling, to ensure that all feedback received by Council is addressed promptly and fairly through a transparent and consistent process.

3.1 COMPLIMENTS

Compliments are valuable as they give Council an opportunity to identify services and areas of best practice by staff and incorporate those practices and standards in other areas of Council. Information about compliments often goes unrecognised because, unlike complaints, they require little action. However, Council values its staff and compliments provide Council and Councillors the opportunity to share and reinforce examples of best practice, build morale, and recognise a job well done across a diverse workforce.

3.1.1 Definition



A compliment is an expression of praise or regard for service received or performance delivered by the Council or its staff.

3.1.2 How compliments can be made

Compliments can be made to Council via any of the following means:

- a) **Online** via
www.victoriadaly.nt.gov.au
Quick Links: [Complaints, Compliments and Feedback](#)
- b) **In writing** to
The Chief Executive Officer
Victoria Daly Regional Council
PO Box 19
Katherine NT 0850
- c) **In person** at any of VDRC's Council Offices

3.1.3 How compliments will be handled

- a) Council will contact the customer lodging the compliment to acknowledge receipt via their preferred method unless they have chosen to remain anonymous.
 - Compliments will be registered in Council's Records Management System and referred to the relevant supervisor or manager or supervisor who will make the staff member(s) whose service prompted the compliment aware of the recognition.
 - Compliments will be reported to the Executive Leadership Team to ensure that staff are recognised, and examples of best practice are identified and acknowledged.
 - Any personal information received with compliments will only be used for the purpose of addressing any compliment received.

3.2 COMPLAINTS

Our customers' opinions are important to us. We are open to learning from complaints and using them to improve our services, systems, practices, procedures and complaint handling. Any concerns raised in feedback or complaints will be dealt with within a reasonable timeframe.

3.2.1 Definition

A complaint is an expression of dissatisfaction made to, or about Council, its services, staff, or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

3.2.2 How complaints can be made

Compliments can be made to Council via any of the following means:

- d) **Online** via
www.victoriadaly.nt.gov.au
Quick Links: [Complaints, Compliments and Feedback](#)
- e) **In writing** to
The Chief Executive Officer
Victoria Daly Regional Council
PO Box 19



Katherine NT 0850

- f) **In person** at any of VDRC's Council Offices

3.2.3 Dealing with anonymous complaints

Council accepts anonymous complaints and will carry out an investigation of the issues raised where there is sufficient information provided. It is noted, however, that by making an anonymous complaint Council will be unable to advise of any outcomes or action taken.

3.2.4 How complaints will be managed

- g) We will promptly acknowledge receipt of all complaints.
- h) We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.
- i) We are committed to managing people's expectations, and will inform them as soon as possible, of the following:
 - o the complaints process;
 - o the expected timeframes for our actions;
 - o the progress of the complaint and reasons for any delay;
 - o their likely involvement in the process; and
 - o the possible or likely outcome of their complaint.
- We will advise people as soon as possible when we are unable to deal with any part of their complaint and provide information about where such issues and/or complaints may be directed (if known and appropriate).
- We will also advise people as soon as possible when we are unable to meet our timeframes for responding to their complaint and the reason for our delay.
- We will address each complaint with integrity and in an equitable, objective and unbiased manner. Conflicts of interest, whether actual or perceived, will be managed responsibly. Internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.
- Our staff are empowered to resolve complaints promptly and we will adopt flexible approaches to service delivery and problem solving to enhance accessibility for people making complaints and/or their representatives.
- We will assess each complaint on its merits and involve people making complaints and/or their representative in the process as far as possible.
- We will protect the identity of people making complaints where this is practical and appropriate. Personal information that identifies individuals will only be disclosed or used by us as permitted under the *Information Act 2002* and Council Policy LGP013 *Privacy and Confidentiality*.

3.2.5 Accountability and Learning

We will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis. Regular analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements.

We will continually monitor our complaint management system to:

- ensure its suitability for responding to and resolving complaints, and
- identify and correct deficiencies in the operation of the system.



Monitoring may include the use of audits, complainant satisfaction surveys and online listening tools and alerts.

We are committed to improving the effectiveness and efficiency of our complaint management system. To this end, we will:

- maintain open and regular support for the making and appropriate resolution of complaints
- implement best practices in complaint handling
- regularly review the complaint management systems and complaints data; and
- implement appropriate system changes arising out of analysis of complaints data and continual monitoring of the system; and
- extract available data to provide reports.

The Chief Executive Officer shall advise Elected Members as soon as reasonably possible of any complaints from:

- the Anti-Discrimination Commission;
- ICAC (where so authorised);
- The Commissioner of Police (where so authorised);
- Fair Work Australia; and
- The NT Ombudsman.

3.2.6 Complaints dealt with outside this policy

Complaints made under the Council Staff Code of Conduct (HR006) or allegations of corrupt conduct, maladministration or criminal activity are administered through the application of the *Breach of Code of Conduct (LGP007)*, *Fraud and Corruption Control Policy (HR007)* and *Whistleblower Policy (HR014)* as well as by agencies external to council.

3.3 FEEDBACK

3.3.1 Definition

Feedback is information, insights and input provided by customers about their experience with Council in relation to service(s), programs or Council representatives. Feedback guides improvements of the customer experience and can empower positive change in the services Council offers and the manner in which they are delivered.

3.3.2 How feedback can be lodged

Feedback can be lodged with Council via any of the following means

- j) Online** via
www.victoriadaly.nt.gov.au
Quick Links: [Complaints](#), [Compliments and Feedback](#)
- k) In writing** to
The Chief Executive Officer
Victoria Daly Regional Council
PO Box 19
Katherine NT 0850
- l) In person** at any of VDRC's Council Offices



3.3.3 How feedback will be handled

- m) Council will contact the customer lodging the feedback to acknowledge receipt via their preferred method unless they have chosen to remain anonymous.
- n) Council will ensure that feedback is recorded so that information can easily be retrieved for reporting and analysis. For this purpose, feedback will be registered in Council’s Records Management System and referred to the relevant manager at Council.

3.4 SNAP SEND SOLVE

The Victoria Daly Regional Council recognises the importance of efficient and accessible means for residents to report issues affecting public spaces and services within our communities. To facilitate this, the Council endorses the use of the Snap Send Solve mobile application as an official channel for reporting non-emergency issues that fall within the responsibilities of Victoria Daly Regional Council.

3.4.1 Use of Snap Send Solve

Members of the public are encouraged to use the Snap Send Solve mobile application to report issues such as graffiti, potholes, litter, damaged infrastructure or other issues affecting public spaces and council services.

3.4.2 Reporting Process

When using Snap Send Solve, residents should:

- Take clear photos of the issue
- Provide accurate location details using the app’s mapping feature.
- Describe the issue briefly and include any relevant information that may assist in its resolution.

3.4.3 Responsiveness

The Council aims to acknowledge receipt of Snap Send Solve promptly during regular business hours. Each report will be assessed, and appropriate action will be taken in accordance with council procedures and resources.

Reports received about issues that do not fall within the jurisdiction of the council will be redirected to the appropriate authority.

3.4.4 Communication and Feedback

Residents will receive notifications through the app regarding the progress and resolution of their reported issues wherever possible.

Signature of Endorsement	
Name	Brian Hylands
Position	Chief Executive Officer



REVIEW HISTORY

Date	Details