

Frontline Resolution

Complaint acknowledged in five days

Complaint assessed and action determined

Are the issues raised ...

... complex, serious or systemic?

... unlikely to be easily resolved?

... about an employee, an elected member or the CEO? ... easily addressed and resolved?

Complaint allocated to relevant officer for investigation and complainant advised of process

> Relevant evidence obtained and records kept

Evidence assessed. Objective and fair decision made based on weight of evidence

Report or outcome letter setting out decision and reasons for decision

When an investigation identifies an error, appropriate remedial action identified and taken

Matter resolved and complainant advised of outcome. Is complainant satisfied?

Yes

Matter resolved at point of receipt by nominated officer and complainant notified of outcome

No

Yes

Complaint reviewed internally (Tier 2 of complaint management system)

Complaint closed and recorded

Matter allocated to independent senior officer for internal review and complainant advised of process

Complaint and investigation process to date reviewed and decision made. Decision-maker to be fair and objective. Based on weight of evidence either confirm, vary or reverse the outcome determined

Complainant advised outcome of internal review. Avenues for external review provided

Complaint closed and recorded