

Complaints and Service Requests

Service Requests

Council provides a vast array of services to the community. One service of which is the regulatory monitoring and enforcement of various types of legislation, be it an Act of Parliament, or a locally developed By-Law.

Council also has responsibility to provide and maintain various types of infrastructure.

If you have a problem with a road, for example potholes or safety issues, a problem with parking, if there is a barking dog annoying you, or if you are concerned about potentially illegal building works, these are all examples of *service requests*.

The logging of a service request is easy. You just need to contact the department of Council that is responsible for your particular issue (the receptionist on 6216 6700 will be able to help you identify who that is if necessary), and tell them of the problem. Alternatively, click [this link](#) to email Council now.

If it is something that Council has a responsibility to regulate or maintain, then a process will be put in place to correct the problem. If you want feedback, please provide return contact details.

[Click here](#) for information on phone numbers to call through your service request.

Anonymity

In some circumstances, such as reporting potholes and other maintenance issues, you will be able to be anonymous.

If you have a more complex service request, such as environmental nuisances, dog attacks, food outlet concerns etc, you may be required to give your name and contact details.

The reason for this is that these investigations may require more complex detailing of evidence. Some of these investigations may result in corrective legal action. To do this, your evidence as a witness may be essential for Council to be successful with this action. If you still insist on being anonymous, be prepared that Council may not be able to take the action you would like or expect, and anonymous requests will be a low priority.

Council will take your issue seriously, but will always attempt to deal with the high priority requests that are likely to be successful and not wasteful of resources.

Notwithstanding, if you have a valid reason for remaining anonymous, and your issue is very serious, Council officers may accept your service request anonymously at their discretion.



Still not satisfied?

Council will do everything it can to provide the best possible service, within our legislative powers, budget and resources, pre-established service levels and within all reasonableness.

On some rare occasions, one of the following may occur;

- Nothing appears to have been done, your calls "fall on deaf ears" and Council didn't call you back or let you know what is happening; or
- Council took action, but you are still not happy and Council has told you that nothing more will be done.

If you think Council has been unreasonable or deficient in providing a service to you, this is when a **service request** may become a **complaint**.

Complaints

Complaints are an expression of dissatisfaction, however made, about the standard of service, action or lack of action by Glenorchy City Council or its staff.

All complaints will be thoroughly and expeditiously investigated with the aim of achieving a mutually acceptable resolution. We are committed to achieving outstanding customer service.

A complaint is typically categorised into the following areas:

Service failure:- Discussed within the *Service Request* section. This relates to when Council has failed to provide a promised or reasonably expected level of service. The *Local Government Act 1993*, requires Council to develop a Customer Service Charter. For more information on Council's principles of customer service, please click on [this link](#) to view Council's Customer Service Charter.

Council has a [Works Service level manual](#), which provides details of how issues will be prioritised.

Staff behaviour:- Inappropriate behaviour, whether it relates to rudeness, discrimination or harassment. Council believes in being fair and objective. All complainants will receive empathy and be given professional courtesy, and are dealt with in accordance with internal procedures and privacy requirements. In the interest of fair and natural justice, complaints about staff will not "normally" be accepted

anonymously. The application of this requirement is at the discretion of the General Manager depending upon the circumstances of the complaint, level of seriousness and likely impact upon health and safety. If there is an emergency situation, contact 1800 422 999 now.

Alderman behaviour:- As with staff, Aldermen also have responsibilities to behave in an expected way. Under the *Local Government Act 1993*, Council is required to develop a [Code of Conduct](#). Aldermen are required to comply with the [Code of Conduct](#), and complaints for breaches against this Code will be investigated by a "Code of Conduct Panel". Again, for reasons of fair and natural justice, there will be an agreed process for lodging a complaint.

To make a complaint about an Alderman, put your complaint in writing to the Mayor.

To make a complaint about the Mayor, put your complaint in writing to the Deputy Mayor.

The complaint should be made within 90 days after the alleged failure to comply with the code of conduct.

Public Interest Disclosures:- Under the Public Interest Disclosures Act 2002, a person may make a disclosure about improper or corrupt conduct by a member, officer or employee of Council. The Act provides protection to the person who makes a disclosure. [Click here](#) to link to Council's Public Interest Disclosure Policy.

Lodging a Complaint

In writing

Complaints can be lodged in writing to

The General Manager
PO Box 103
GLENORCHY TAS 7010

By Phone

Toll-free phone call 1800 422 999

Via e-mail gccmail@gcc.tas.gov.au



Author Business Improvement Officer
Authorised Manager Governance and Performance
Review Date 30th June 2010



GLENORCHY

The best place in Tasmania to live work and play