

## Responsibilities, Rights and Roles

### Customer responsibilities:

- Treating staff of Council with courtesy and respect
- Clearly identifying to the best of their ability the issues of complaint, or asking for help from Council staff to assist them in doing so
- Providing to the best of their ability, all the relevant information available to them at the time of making the complaint
- Being honest in all communications with the Council
- Informing Council of any other action they have taken in relation to their complaint
- Cooperating with staff who are assigned responsibilities to assess, investigate, resolve, determine or otherwise deal with their complaint

### Customer Rights:

- To make a complaint and to express their opinions in ways that are reasonable, lawful and appropriate
- To a reasonable explanation of the Organisation's complaints procedure, including details of the confidentiality, secrecy and/or privacy rights or obligations that may apply
- To a fair and impartial assessment and, where appropriate, investigation of their complaint based on the merits of the case
- To a timely response
- To be informed in at least general terms about the actions taken and outcome of their complaint
- To be given reasons that explain decisions affecting them
- To at least one right of review of the decision on the complaint
- To be treated with courtesy and respect

### Staff responsibilities:

- Providing reasonable assistance to complainants who need help to make a complaint and, where appropriate, during the complaint process
- Dealing with all complaints, complainants and people or organisations the subject of complaint professionally, fairly and impartially
- Giving complainants or their advocates a reasonable opportunity to explain their complaint, subject to the circumstances of the case and the conduct of the complainant
- Giving people or organisations the subject of complaint a reasonable opportunity to put their case during the course of any investigation and before any final decision is made
- Informing people or organisations the subject of investigation, at an appropriate time, about the substance of the allegations made against them and the substance of any proposed adverse comment or decision that they may need to answer or address

- Keeping complainants informed of the actions taken and the outcome of their complaints
- Giving complainants reasons that are clear and appropriate to their circumstances and adequately explaining the basis of any decisions that affect them
- Treating complainants and any people the subject of complaint with courtesy and respect at all times and in all circumstances
- Are responsible for familiarising themselves with this practice

**Staff have the right:**

- To determine whether, and if so how, a complaint will be dealt with
- To finalise matters on the basis of outcomes they consider to be satisfactory in the circumstances
- To expect honesty, cooperation and reasonable assistance from Organisations and people within jurisdiction who are the subject of a complaint
- To be treated with courtesy and respect
- To a safe and healthy working environment
- To modify, curtail or decline service (if appropriate) in response to unacceptable behaviour by a customer.

