



LOCAL GOVERNMENT ACT REVIEW ►► DELIVERING FOR THE COMMUNITY

Complaints management

As part of the McGowan Government's reform agenda, a new Local Government Act will be drafted.

Our vision is for the local government sector to be agile, smart and inclusive.

Our objective is to transform local government so that it is empowered to better deliver quality governance and services to their communities now and into the future.

We are looking at **complaints management** as an area of reform.

The current system



Local governments deal with **hundreds of complaints** every year.



They are often the **first point of contact for the public** in the complaints process.

What you've told us

- There is a lack of accountability and transparency in complaints handling processes.
- 50% of local governments in WA either have no, or limited, documented complaints handling processes.
- Effective complaints management can improve public confidence in local governments.
- There is little common understanding of what constitutes a complaint.
- Ambiguity around the process for the review of decisions.
- Local governments need effective strategies for managing unreasonable complainant conduct.

Ideas for change

- Adoption of the Australian/New Zealand standard for complaints management.
- Implementation of a Customer Service Charter to be made publicly available.
- Legislative requirement for local governments to adopt a fit-for-purpose complaints management process.
- Internal independent review process for unresolved complaints.



What do you think?

This is just a snapshot of the reforms being considered on this topic.

We want to hear your ideas.

You can learn more or have your say at www.dlgsc.wa.gov.au/lgareview