

Council's complaints process

Council welcomes all feedback as an opportunity to improve our services and provide a better community experience. Your complaint will be handled in accordance with our [Complaint and Unreasonable Behaviour Policy](#). Below is a brief summary of what you can expect.

1

Where possible, we'll try to resolve your complaint when you first contact us.

This may include:

- sending a request for service on your behalf
- providing advice or information to you
- explaining why we may not be able to act on your complaint (for example, if your complaint is the responsibility of another agency or a police matter).

2

If your complaint can't be resolved when you first contact us, it will be referred to a Council officer with specialist expertise for assessment. We'll acknowledge that we have received your complaint within three working days, and will provide you with a customer reference number (CRN).

As part of the assessment, additional information may be gathered, and an evidence-based decision will be made. We will communicate with you during the assessment, and provide a written outcome that explains how your complaint will be resolved.

If it's determined that we have made an error or failed to deliver a service to you, we will work with you to remedy the situation. This may include offering an apology, explaining how or why the error occurred, and advising what will be done to stop the issue from happening again.

We aim to resolve complaints within 28 working days. If we need more time, we will let you know, and you'll be updated at least once per month about the progress of your complaint until the matter is resolved.



3

If you believe we have made a wrong decision about your complaint, or if you're unhappy with how your complaint was handled, you can request an internal review. The review will be conducted by a senior Council officer who wasn't previously involved with your complaint.

To request an internal review, send your request to:

- Mail: PO Box 151, Kyneton VIC 3444
- Email: mrsc@mrsc.vic.gov.au

When requesting an internal review:

- tell us why you believe the initial decision was incorrect or the handling of your complaint was inadequate
- supply any additional information or evidence that you believe will be important to the review.

We'll inform you of the internal review outcome and explain our reasons within 28 working days of receiving your request. We will let you know if we need more time, and you will be updated at least once per month about the progress of the internal review until it is completed.

4

If you are still unhappy with Council's decision or the processes followed in relation to your complaint, you can seek review by an external body, such as the [Victorian Ombudsman](#).

Council will contribute by participating in and cooperating with the external review process.

If you need assistance with making or enquiring about a complaint, please contact Council on mrsc@mrsc.vic.gov.au or 5422 0333.