

DELEGATION OF AUTHORITY	
TITLE: General Complaints Management Process	
Delegation by Council to: Chief Executive Officer	Council Resolution date: 07/05/2008 GCM 4.1.2.
Delegation from Chief Executive Officer to: Executive Director Finance and Business Manager Corporate Governance	Date:
Source of Authority: <i>Local Government Act 2009</i>	

Delegated Power:

- (i) To perform the role of Complaints Administrator as required under the General Complaints Management Process Policy and in accordance with Part 5, Chapter 6 of the *Local Government Act 1993*; and
- (ii) To select and appoint an appropriate person/s to be a Complaints Officer/s for the purpose of investigating complaints in accordance with Part 5, Chapter 6 of the *Local Government Act 1993*.

Delegation Criteria:

The Delegated Officer may perform the role of Complaints Officer if the complaint being investigated:-

- (a) has been referred to the Delegated Officer;
- (b) the Delegated Officer was not involved in the original administrative decision or minor breach under investigation; or
- (c) the Delegated Officer must not be less senior than the officer who undertook the administrative action and/or decision, that is being reviewed.

This delegation must be followed in accordance with the Sunshine Coast Regional Council's General Complaints Management Policy and Part 5 of Chapter 6 of the *Local Government Act 1993*.

Delegation Administrative Procedure:

1. The Delegated Officer shall acknowledge receipt of the complaint and any other material.
2. The Delegated Officer shall enter the complaint into the Complaints Recording System.
3. The Delegated Officer will assess the complaint and determine timeframes and issue a memorandum or Instrument of Appointment to the complaints officer.
4. The Delegated Officer shall invite the complainant to provide further information after the initial assessment of the complaint material.
5. The Delegated Officer shall consider whether there are statutory grounds on which the complaint may be refused as per Section 501F of the *Local Government Act 1993*.
6. The Delegated Officer shall undertake the investigation in an independent, impartial and objective manner.
7. The Delegated Officer shall provide a written report on the results of the investigation and any recommendations in accordance with section 501E(1) of the *Local Government Act 1993*.

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1. The powers and authorities set out above have been delegated by the Chief Executive Officer to the Officer(s) designated.
 2. This Delegation is authorised for inclusion in the Delegation of Authority Register.

CHIEF EXECUTIVE OFFICER

DATE