

Administrative Action Complaints

Fact Sheet and Frequently Asked Questions

Version 3.0

This fact sheet has been prepared to assist anyone who is considering lodging a complaint to Mackay Regional Council (MRC). MRC is required under the *Local Government Act 2009* to respond to complaints in a fair and effective manner.

An administrative action complaint is an expression of dissatisfaction, by a person who is directly affected by an action of MRC or its staff (including contractors and volunteers). This also includes a failure to take action.

What is the difference between a customer service request and an administrative action complaint?

A customer service request is where you want MRC to take action in relation to a service it provides. Examples include:

- A barking dog
- A leaking water pipe
- An overflowing waste bin
- A pot hole or other road maintenance
- Overgrown allotments
- Neighbourhood nuisances e.g. noise, dust or odours
- Technology faults e.g. library IT services
- Facility maintenance

These matters may be able to be resolved quickly by completing a customer service request. Customer service requests can be lodged on-line, in person, by phone or in writing. Further information is available on the [MRC website](#).

However, if lodging a customer service request does not resolve the matter to your satisfaction, you are then able to make an official complaint. A complaint may be made about:

- A MRC service or other administrative action
- A local government decision
- The conduct of a MRC employee
- A failure to make a decision or provide a response about a matter

What is not an administrative action complaint?

Administrative action complaints do not include:

- Requests for information
- Requests for service
- Reports of hazards
- Suggestions
- Enquiries
- Petitions to Council
- Comments submitted during formal consultation processes
- Councillor conduct complaints

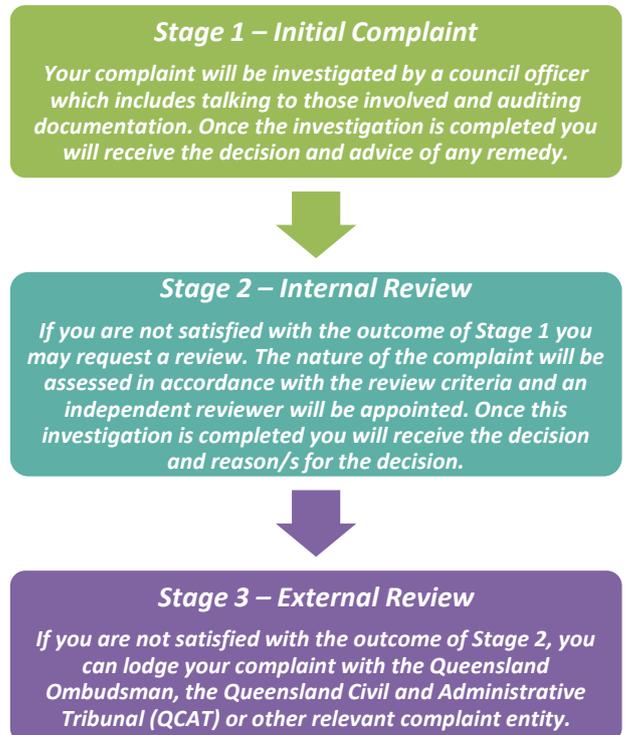
How do I make a complaint?

There are a number of ways you can lodge a complaint. A complaint can be made:

Online	Complaint Lodgement Form
By Email	complaints@mackay.qld.gov.au
In Person	At any of Council's client service centres
By Phone	1300 622 529
By Mail	The Chief Executive Officer Mackay Regional Council PO Box 41 Mackay Qld 4740

What is the complaints management process?

MRC officers will try to resolve your complaint at the first point of contact. If this cannot be done, we will process your complaint through our complaints management process:



Are there any costs associated with lodging a complaint?

No, there are no fees or charges to lodge a complaint.

What information will I need to provide?

You will need to provide the following details when you lodge a complaint:

- The nature of the complaint in as much detail as possible.
- Details of any loss or detriment you have suffered.
- If the incident has been reported to any other agency or authority.
- The remedy you are seeking.
- Any supporting information and documentation, including names and contact details of anyone else who is able to support the complaint.
- Your contact details

Anonymous complaints are accepted by MRC. However, unless there is sufficient detail about the complaint, it will be difficult for MRC to fully and effectively consider the issue and generally feedback cannot be provided to an anonymous complainant.

Do I have to put my complaint in writing?

No, you can lodge your complaint in writing or verbally. If you have a difficult or more serious complaint, we encourage you to lodge it in writing with all details set out. This can be done either by using the [online complaint form](#), letter or [email](#).

What happens next?

MRC aims to resolve complaints as quickly and efficiently as possible. Your complaint will be recorded and you will be provided with a complaints reference number. This will occur within five working days of receipt of a complaint.

As the circumstances vary considerably between complaints, it is difficult to guarantee a set timeframe. The length of time taken will depend on how complex the matter is; however, you will be kept informed of the progress of the investigation. At the completion of the investigation you will be provided with a response on the outcome of the complaint.

Will my identity remain confidential?

All complaints will be treated confidentially to the fullest extent possible under the law.

Can I lodge a complaint on behalf of someone else?

Yes, but if you lodge a complaint on behalf of an affected person, we will respond directly to that person, not to you as the person acting. If you provide a letter of authority confirming that you are acting on behalf of the affected person, we will respond to you instead.

What if I change my mind?

If you change your mind and wish to withdraw a complaint, you may do so at any time. If the original complaint was made in writing, the withdrawal should also be in writing.

If I make a complaint, can MRC refuse to investigate?

Yes, MRC can refuse to investigate a complaint if:

- The complaint is deemed to be trivial, frivolous or vexatious, lacks substance or credibility
- The complainant does not have sufficient direct interest in the administrative action or the subject of the complaint; or
- It is made using rude, aggressive, abusive or threatening language, or where the complainant is physically harassing a MRC officer.
- The complainant is pursuing the complaint through an alternative review process, or it has already been reviewed through an alternate review process.

External Agencies

You have the right to lodge your complaint with an external complaint agency such as the Queensland Ombudsman at any time. However, be aware that these agencies may refer the complaint back to MRC to investigate in line with the complaints management policy and processes.

I need assistance to make a complaint

To contact MRC in your own language through the Translating and Interpreting Service (TIS) telephone 13 14 50 and ask them to contact Mackay Regional Council on 1300 622 529.

If you need assistance because of a hearing or speech impairment please contact the National Relay Service on 133 677.

- For Teletypewriter (TTY) users: phone 133 677 then ask for 1300 622 529
- For Speak and Listen users: phone 1300 555 727 then ask for 1300 622 529
- For Internet relay users: connect to the NRS (www.relayservice.com.au) and then ask for 1300 622 529

Further Information

If you require any further information or help with any part of the administrative complaint process, please contact MRC by phoning 1300 622 529.

Further information can also be found in the MRC [Administrative Action Complaints Policy](#).

You are also able to access information about making a complaint at the [Queensland Ombudsman website](#).

Privacy

MRC will use any personal information collected for the purpose of investigating your complaint and to remain in contact with you. MRC is authorised to collect this information under the *Local Government Act 2009* and other local government legislation. Your personal information is dealt with in accordance with the MRC [Personal Information Privacy Policy](#).