Complaints Handling Policy 2026

About this policy

We want to make it easy for people to tell us when something has gone wrong,

This policy explains:

- How you can make a complaint
- How we will respond
- What you can expect from us

We take complaints seriously and we use them to improve our services.

What is a complaint?

A complaint is when you tell us you are unhappy with:

- A service we provided
- A decision we made
- The way something was handled

How to make a complaint

You can contact us in a way that suits you including:

- Online by visiting casey.vic.gov.au/make-complaint
- Email caseycc@casey.vic.gov.au
- Phone (03) 9705 5200
- In person at 2 Patrick Northeast Drive Narre Warren or at the Cranbourne Customer Service Centre in the Cranbourne Park Shopping Centre
- By post PO Box 1000 Narre Warren, Victoria 3805
- Using webchat on Council's website www.casey.vic.gov.au
- Direct message on Council's social media.

To help us respond, please tell us:

- What happened
- Where it happened
- What outcome you are hoping for

You can make a complaint anonymously, but we may need more information to fully investigate it.

Support to make a complaint

We want everyone to feel comfortable and be able to make a complaint.

We can:

- Help you put your complaint together
- Accept complaints from someone acting on your behalf
- Connect you with translation or interpreter services
- Support you with additional needs.

How we handle complaints

1. We will try to resolve your complaint the first time you contact us. We will:
    a. Listen to your concerns
    b. Ask questions to understand the issue
    c. Try to fix the problem straight away.

2. If we need more time, we will investigate your complaint. We will:
    a. Review the details
    b. Speak with relevant staff
    c. Keep you updated
    d. Provide a response, usually within 10 working days.

3. If you are not satisfied, you can ask for a review.

A different staff member will:

A. Review how your complaint was handled
B. Check if the decision was fair and reasonable
C. Provide a written response within 20 working days.

4. If you are still not satisfied, you can contact an external organisation (like the Victorian Ombudsman) for an independent review.

What you can expect from us

We will:

- Treat you with respect

- Handle your complaint fairly and without bias
- Protect your privacy
- Explain our decisions
- Keep records to improve our services.

What happens if we make a mistake

If we get something wrong, we will:

- Apologise
- Explain what happened
- Fix the issue where possible
- Make changes to prevent it from happening again.

When this policy may not apply

Some complaints are handled through other processes (for example planning decisions, legal matters or complaints about Councillors).

If this happens, we will direct you to the right place.

Using complaints to improve

We record and review complaints to:

- Identify common issues
- Improve our services
- Share learnings from across Council.

Privacy

We protect your personal information and only use it to manage your complaint or improve services.