

# Guide to Administrative Action Review Process

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Council has a formal administrative action review process in place called the “Administrative Action Complaints Management Process”. This provides customers with the opportunity to request an administrative action review of decisions made by Council officers or Council in relation to the length of time, quality or how an officer has treated a customer when there are no other appeal provisions available.

Council places a high value on feedback from its customers and this feedback is used to shape and refine the future delivery of products and services.

A crucial part of the feedback process is the Administrative Action Complaints Management Policy. A key objective of this policy is to promote public confidence in Council by ensuring openness and transparency in handling applications for administrative review of decisions made about its services and products.

## How to lodge an Administrative Review application form

If you have not previously raised this matter or lodged a complaint with Council, you must first contact Council.

You are encouraged to play an active part in the resolution of the problem by providing Council with as much relevant information as possible and any supporting evidence to enable a solution to be found.

For all matters involving a Council officer, you should contact the staff member you have been dealing with in the first instance. This officer will try to resolve the problem where possible, or the matter may be referred to another more appropriate officer to attempt a resolution.

If you remain dissatisfied with the action taken at that level, you are encouraged to contact the staff member’s supervisor and, if you wish, seek to have a decision or outcome reviewed. Council will acknowledge receipt of your request for a review and provide you with a response following consideration of the matter.

Your request for review may be made orally, however you are encouraged to put your request in writing by completing the Application for Administrative Action Review.

## Fees

There is no fee associated with lodging an administrative action review application.

## Submission

Your completed application should be forwarded to Council.

Once an application for administrative review has been received, Council is generally obliged to make a decision within 14 to 45 days. For more complicated issues, the timeframe for receiving a response is 100 days.

In the event that you remain dissatisfied with the review undertaken by Council under this process, you may refer the matter to an external complaint management body, such as the Queensland Ombudsman’s Office.

## Contact

For details and information on how to make an administrative review application, or for further information please contact Council on 07 4945 0200.

