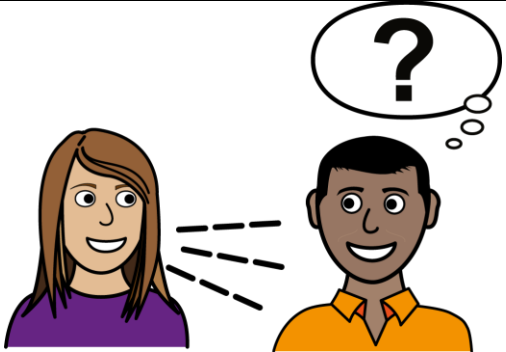
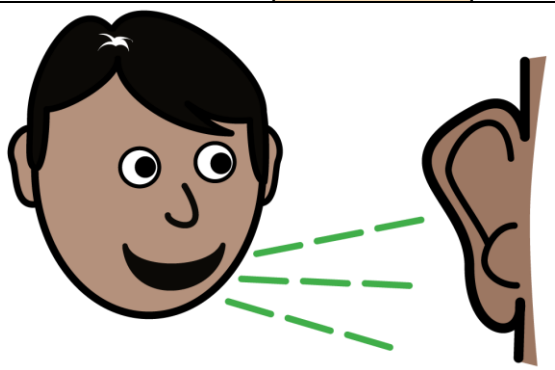
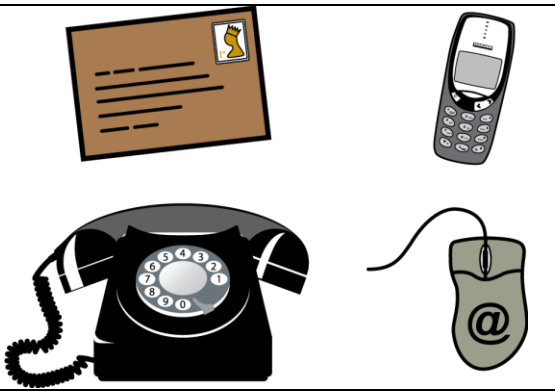
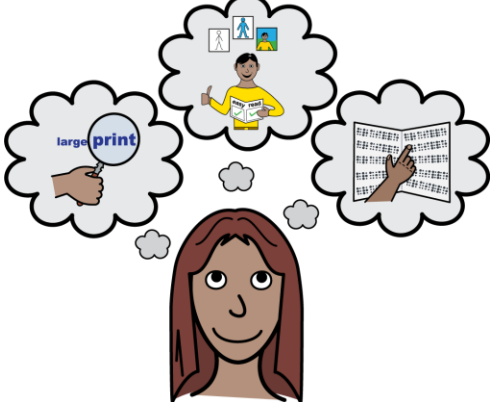
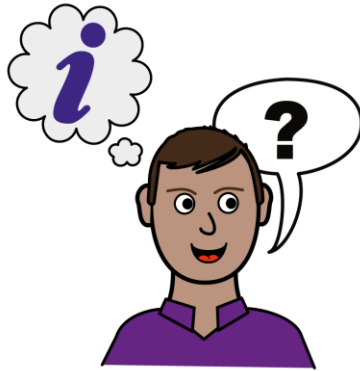
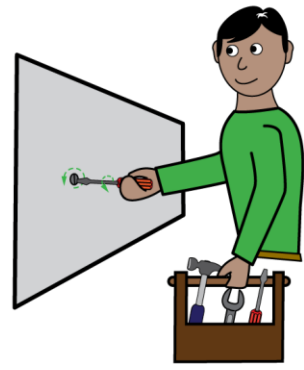
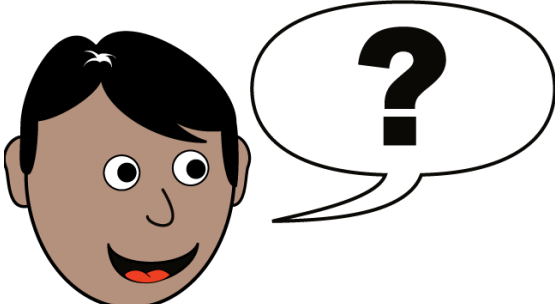
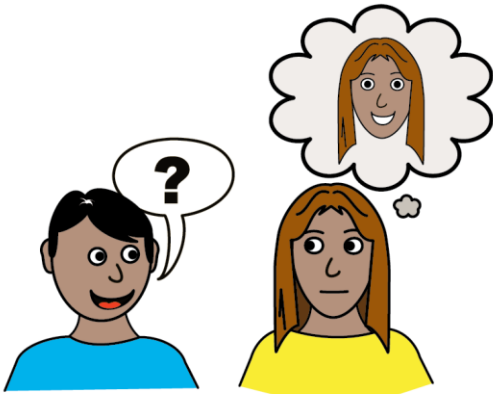
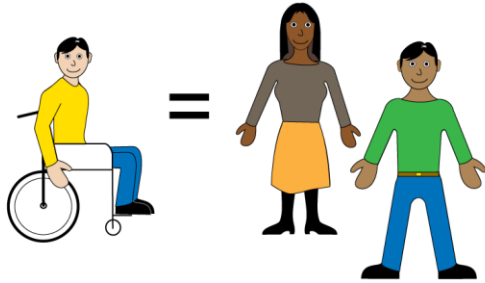


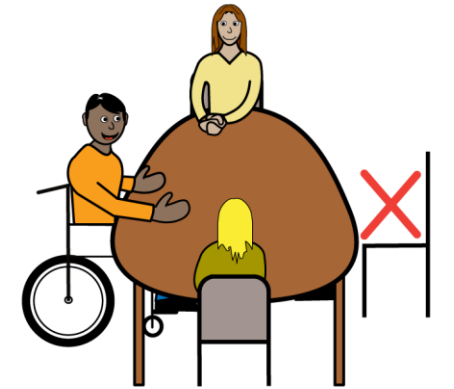
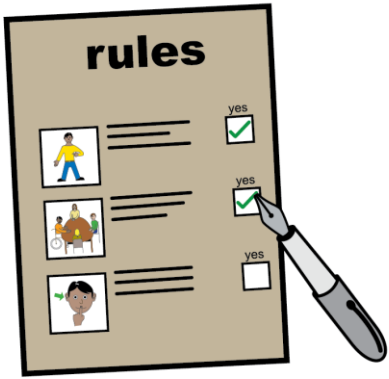
Draft Complaint Handling Policy

City of Casey

	If you are not happy, you can tell us. You can complain about: • a service • a decision • how something was handled
	We listen to complaints and use them to improve.
	You can contact us online, by email, phone, in person or by post.

	Tell us: • what happened • where it happened • what you would like us to do. You can stay anonymous, but we may need more information.
ask for information 	You can ask someone to help you. You can use an interpreter. You can ask for disability support.
repair 	Step 1: We try to fix the problem

	Step 2: We investigate if needed. This can take up to 10 working days.
	Step 3: You can ask for a review. This can take up to 20 working days.
ask questions 	Step 4: You can contact an external organisation, like the Victorian Ombudsman, if you are still unhappy.
fairness 	We will: • treat you with respect • be fair • protect your privacy • explain our decisions.

apologies 	We will say sorry, fix the problem where we can, and learn from what happened.
rules 	Some complaints follow different rules. We will help you find the right process.