

Handling of Complaints By or Against the Chief Executive Officer Policy & Procedure

Objective

The objective of this policy is to ensure natural justice, transparency and accountability.

Policy Statements

Allegations made by or against the Chief Executive Officer of the City of Albany will be independently, transparently and promptly addressed and have regard to the principles of fairness, equity and natural justice.

The following procedure will apply:

- Council will appoint a standing panel of two persons independent of Council and the City of Albany to have available to it a person to investigate and assess allegations made by or against the Chief Executive Officer.
- The Chief Executive Officer is entitled to representation during any investigation.
- The appointed assessor:
 - Will make enquiries into any allegations including enquiries to determine particular factual matters;
 - Reporting their findings and the reasons for those findings, in writing to Council and the Chief Executive Officer. Where possible, such report, were possible, will be given within four weeks of the allegation.
- The appointed assessor may recommend that Council take disciplinary action against the Chief Executive Officer. Such disciplinary action may range from counselling, a formal warning letter or, in more serious cases, summary dismissal.

Scope

This policy applies to Council in its management of complaints by or against the Chief Executive Officer of the City of Albany.

Legislative and Strategic Context

This policy and procedure is complimented by the following legislation:

- *Local Government Act 1995*
- *Occupational Safety and Health Act 1994*
- *Public Interest Disclosure Act 2003*
- Code of Conduct Policy (Council Members, Committee Members, Staff and Volunteers)
- Chief Executive Officer's Contract of Employment

Review Position and Date

This policy must be reviewed by the document owner and Council at least every two years.

Document Approval			
Document Development Officer:		Document Owner: <i>(Member of EMT)</i>	
Manager Human Resources		Chief Executive Officer	
Document Control			
File Number - Document Type:	CM.STD.7 – Policy		
Document Reference Number:	NP1766837		
Meta Data: Key Search Terms	Complaint handling, Chief Executive Officer, Procedure, Policy, Council		
Status of Document:	Adopted.		
Quality Assurance:	Council, Chief Executive Officer and Executive Management Team		
Distribution:	Public Document		
Document Revision History			
Version	Author	Version Description	Date Completed
1.0	EMBG	Adopted by Council. Adoption reference OCM 11/10/2011.	11/10/2011
1.1	MGR	Revised by Chief Executive Officer. Amended: Formatting only.	18/10/2013
1.2	MGR	Revised by Deputy Chief Executive Officer. NP1120011_3. Amended: <ul style="list-style-type: none"> - Formatting, appended with document control and revision history. - Reference to Code of Conduct updated. - Objective of policy and procedure now specified. 	3/12/2014
2.0	MGR	Revision Reference: OCM 23/05/2017 Resolution CCCS028.	15/06/2017