

City of Hobart

Policy

Title: Complaints Management Policy

Category: Corporate Governance

Date Last Adopted: 27 April 2026

1. Purpose

The purpose of this policy is to:

- Define a complaint.
- Document the process adopted by the City for handling complaints.
- Ensure that complaints received are dealt with in an appropriate manner, in accordance with the City's Customer Service Charter; and its legal responsibilities under Section 339F of the *Local Government Act 1993*.
- Ensure consistency in complaint management.
- Improve our service delivery by analysing complaint data.
- Provide a benefit for Council officers and the community.
- A concise statement on the rationale for the procedure.

2. Scope and Background

This policy applies to all employees, volunteers or authorised persons.

This policy relates to the capture, handling and resolution of complaints made to the City of Hobart in respect to the City's Customer Service Charter.

The *Local Government Act 1993* requires that the General Manager, being the Chief Executive Officer (**CEO**), provides a report annually to the Council on the number and nature of complaints.



This policy relates to complaints concerning the City's service, not complaints related to a third party, such as neighborhood noise or development applications lodged or complaints against issued infringements.

The City Manages Infringements Complaints by enabling community members to apply for an internal review to seek withdrawal of a fine in accordance with the *Local Government Act 1993*.

3. Complaints Resolution Principles

3.1 Commitment

We recognise the community's right to complain, where the Council does not meet its Customer Services Charter. We acknowledge that complaints management is a part of our commitment to improving service delivery

3.2 Accessibility

We will make it easy for customers to lodge a complaint, and we will actively assist them in that process.

3.3 Transparency

We will be transparent in our processes. Complainants and staff will both be treated fairly, with respect and courtesy.

3.4 Confidentiality

We will maintain the right to privacy of all individuals involved.

3.5 Accountability

The Council will provide explanations and reasons for decisions.

3.5 Continuous Improvement

Complaints data will be analysed and reported on. We will look for ways to improve how services are delivered and ensure that we implement appropriate changes where possible.



4. Policy Statement

As part of the provision of quality service to customers, the City is committed to working to resolve issues and complaints.

This policy aims to provide a fair, consistent and structured process for customers if they are dissatisfied with any of the actions, decisions or services provided by Council.

Council views complaints as an opportunity for the customer to tell us when their experience with Council has not met their expectations, and as an opportunity for the Council to improve practices and procedures.

We regard complains as an opportunity to improve practices and procedures.

5. Definitions

5.1 What is a complaint?

Complaints are defined as dissatisfaction with an employee's behaviour, or dissatisfaction with an administrative action of Council and include:

- Failure to respond to a request in a timely manner;
- Failure to provide valid reasons for a decision; and
- Failure to act when requested.

Complaints can be more complex than they first appear. However, the Council is committed to having processes to deal with all complaints received, and to improving or implementing processes that ensure customers' needs are met in an equitable way.

5.2 What is not a complaint?

For the purposes of this policy a 'complaint' is not

- a request for information – requests for information about Council services, policies or procedures.
- a request for service – request for action to be taken in relation to a service or product provided by Council.
- a report – report of damaged or faulty infrastructure, such as potholes, or of hazards, such as fallen branches.



- a suggestion – proposed service or product improvement.
- an enquiry – request for clarification or further information.
- a follow up – further request for service or information that has not been completed by Council but is still within the timeframe of the Key Performance Indicator (KPI) advised to the customer.
- a petition to Council about a particular matter.
- comments received during formal consultation or negotiation processes.
- a complaint against a third party, e.g. neighbour, dog, developer, food business.
- a complaint against an infringement or compliance breach, e.g. fines.

6. Lodging a complaint

The following information is required as part of a complaint:

- The complainant's name and contact details.
- Detailed description of the nature of the complaint.

If this information is not provided, we may not be able to investigate the complaint and we cannot provide feedback to the customer.

Complaints can be lodged in the following ways:

City of Hobart			
In Writing	Email and Online	In Person	By Phone
City of Hobart GPO Box 503 Hobart Tas 7001	cohmail@hobartcity.com.au https://www.hobartcity.com.au/Council/Communications-complaints-and-feedback/Customer-request-form	Hobart Council Centre 16 Elizabeth Street, Hobart	(03) 6238 2711

Tasmania Tourism and Information Centre (TTIC)			
In Writing	Email and Online	In Person	By Phone
TTIC GPO Box 503 Hobart Tas 7001	Bookings@hobartcity.com.au https://www.hobartcity.com.au/Council/Communications-complaints-and-feedback/Customer-request-form	20 Davey Street, Hobart Tas	(03) 6238 4222

Doone Kennedy Hobart Aquatic Centre			
In Writing	Email and Online	In Person	By Phone
DKHAC GPO Box 503 Hobart Tas 700	dkhac@hobartcity.com.au https://www.hobartcity.com.au/Council/Communications-complaints-and-feedback/Customer-request-form	1 Davies Avenue, Queens Domain Hobart Tas	(03) 6238 6999

Mathers House			
In Writing	Email and Online	In Person	By Phone
Mathers House GPO Box 503 Hobart Tas 7001	Mathersplace@hobartcity.com.au https://www.hobartcity.com.au/Council/Communications-complaints-and-feedback/Customer-request-form	108-110 Bathurst Street, Hobart	(03) 6234 1441



McRobies Waste Management Centre			
In Writing	Email and Online	In Person	By Phone
McRobies GPO Box 503 Hobart Tas 7001	resourcerecovery@hobartcity.com.au https://www.hobartcity.com.au/Council/Communications-complaints-and-feedback/Customer-request-form	30 McRobies Road, South Hobart	(03) 6238 2581

Youth Arts and Recreation Centre			
In Writing	Email and Online	In Person	By Phone
Youth ARC GPO Box 503 Hobart Tas 7001	youthartsrec@hobartcity.com.au https://www.hobartcity.com.au/Council/Communications-complaints-and-feedback/Customer-request-form	1 Market Place, Hobart Tasmania	0438 079 588

City of Hobart Multi Storey Car Parks - Argyle Street, Centrepont, Hobart, Central			
In Writing	Email and Online	In Person	By Phone
GPO Box 503, Hobart Tas 7001	coh@hobartcity.com.au https://www.hobartcity.com.au/Council/Communications-complaints-and-feedback/Customer-request-form	Argyle Street 38 Argyle Street Hobart Hobart Central 60 Melville Street, Hobart Centerpoint 35 Victoria Street, Hobart	(03) 6238 2711



7. Management of Complaints

7.1 Acknowledgement of Complaints

Following the lodgement of a complaint, an acknowledgement will be provided to the complainant within three (3) business days.

This correspondence will outline the City's complaint management process and provide the name and contact details of the coordinating/investigating officer.

7.2 Responding to Complaints

Subsequent to the acknowledgement of the complaint, correspondence outlining the progress or outcome of the investigation will be provided within ten (10) business days.

Where a matter cannot be resolved within this timeframe an estimated timeframe for resolution and/or when to expect and update on the matter will be provided.

8. Escalation

8.1 Responding to Complaints

Where a customer is not satisfied with the outcome of an investigation they may request to have the decision reviewed internally by the CEO by emailing coh@hobartcity.com.au.

8.2 External review

Should a customer remain unsatisfied with the outcome of this internal review, they may refer the matter for external review to the Office of the Ombudsman who is responsible to the Parliament of Tasmania investigating complaints and can be contacted at:

The Ombudsman

Level 6, 86 Collins Street, Hobart

ombudsman@ombudsman.tas.gov.au

[1800 001 170](tel:1800001170)



City of **HOBART**

9. Integrity Complaints

Complaints of misconduct or unethical conduct can be made to the Integrity Commission.

The Integrity Commission

Address: Surrey House Level 2, 199 Macquarie Street Hobart TAS 7000

Postal address: GPO Box 822 Hobart TAS 7001

Telephone: [1300 720 289](tel:1300720289)

Fax: [03 6233 7215](tel:0362337215)

Email: integritycommission@integrity.tas.gov.au

10. Legislation, Terminology and References

- *Local Government Act 1993 (Tas)*
- *City of Hobart Customer Service Charter*

Responsible Officer:	Director Community and Economic Development
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History	
Amended by Council	Not applicable
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