CONTACT THE COMPLAINTS OFFICER



The Complaints O¨cer provides a professional, complaint handling service to the Dubbo Regional Council community. Find out what a Complaints O¨cer does, ¦nd out how to contact them, or submit a complaint using our webform.

ROLE OF A COMPLAINTS OFFICER

The Complaints O¨cer provides a professional, complaint handling service to the Dubbo Regional Council community. The Complaints O¨cer has a remit to impartially and objectively investigate the conduct and actions of Council and Council o¨cers in the case of possible corruption, misconduct, maladministration or other unethical behaviour.

The Complaints O¨cer also reviews Council processes to ensure that they have been carried out fairly and in accordance with Council's procedures, policies and any Acts or Regulations that may apply. It is not the role of the Complaints O¨cer to change operational decisions

made by Council, Councillors or Council o¨cers or to advocate on anyone's behalf.

Complaints are accepted from members of the community and Council staff. If a complaint relates to the Mayor, Councillors or the Chief Executive O¨cer, the Complaints O¨cer manages these through an external reviewer or panel of reviewers who are independent of Council.

The Complaints O¨cer progressively examines the way that Council operates and makes recommendations to improve accountability, transparency and fairness. The Complaints O¨cer actively provides operational and strategic advice to staff and management to prevent and mitigate the risk of corruption, maladministration or other forms of impropriety.

MAKING CONTACT

BY TELEPHONE:

Telephone: 02 6801 4000 (9.00am to 5.00pm Monday to Friday)
If a complaint is made by telephone, the Complaints O¨cer may ask for a written submission subsequently.

IN WRITING:

Email: governance@dubbo.nsw.gov.au

Post: Complaints O¨cer, C/- Dubbo Regional Council, PO Box 81, NSW 2830
(please mark your letter “Con¦dential”)

Facsimile: 02 6801 4259
(please mark your facsimile “Con¦dential”)

For more information about the role of the Complaints O¨cer and how any complaint will be assessed, please refer to the Complaints Management Policy.

LODGE A COMPLAINT

If you think your complaint concerns a serious issue, for example, corruption, misconduct, maladministration or other unlawful or unethical behaviour by Council administration or Council o¨cers, you may choose to make a complaint directly to the Complaints O¨cer by completing the form below.

Before lodging a complaint with the Complaints O¨cer, it is useful to ask yourself the following questions:

- Is this a complaint regarding a service request that should instead be registered through Council's DRC&ME Portal?
- What has Council or Council staff done wrong in this situation?
- Has Council or Council staff breached a law or policy which they have a duty to uphold?
- Has a process been applied unfairly or discriminatively?
- Has a Council o¨cer done something that is against the law or could be a breach of Council's Code of Conduct?

Name:

Preferred correspondence address (Postal and/or Email)

Contact telephone number

Please specify the nature of your complaint including any contravention that has occurred.

Please provide any background to the complaint (attach any relevant documents below if need be)

Do you have any other supporting documents?

Browse...

What outcome would you like to see as a result of your complaint? Please note that this cannot always be achieved.

☐ Has any action previously been taken in relation to your complaint, including referral to an external law enforcement or oversight agency?



refresh Get Audio Code

Type the code from the image

Submit

Last Edited: 06 Mar 2024