



How to contact us

We invite and encourage you to contact us with your comments and suggestions.

You can contact us:

Phone: 8571 1000

Post: PO Box 200, Dandenong

Email: council@cgd.vic.gov.au

Website: greaterdandenong.com

In person.

Our customer service centres are located at:

Springvale

397-405 Springvale Road, Springvale, 3171

Dandenong

225 Lonsdale Street, Dandenong, 3175

Parkmore

Shop A7, Parkmore Shopping Centre,
Cheltenham Rd, Keysborough 3173

Paddy O'Donoghue

18-34 Buckley Street Noble Park 3174

 Phone 8571 1000	Find us online 
 Fax 8571 5196	greaterdandenong.com
 council@cgd.vic.gov.au	   
 TTY: 133 677 Speak and listen: 1300 555 727 Internet: www.iprelay.com.au	 TIS: 13 14 50

Dispute Resolution Guidelines



DISPUTE RESOLUTION GUIDELINES

The City of Greater Dandenong is committed to providing excellent customer service and to developing and maintaining a good relationship with all of our customers.

We welcome your feedback on Council's services at anytime, but in particular, if you have a concern about the way we have provided a service, we encourage you to let us know so we can review the matter.

While we aim to get it right the first time, we understand that things can sometimes go wrong. Your feedback helps us improve our services to the community. A dispute or complaint is defined as Council failing to respond to a request for service. We have a simple four step Dispute Resolution Process in place to ensure you have an opportunity to have your issue investigated.

It is important to note that this process relates to services provided by Council and does not cover decisions made by Council at formal Council meetings. If you have a complaint in respect of a Councillor, please direct your concern to the Mayor. The Mayor will handle your complaint in accordance with the 'Code of Conduct – Councillors'.

Our Simple, 4-step Dispute Resolution Process:

Step 1 - At first point of contact, direct your complaint to the Unit Manager of the section of Council which provided the service. If you are unsure which Manager you need to speak to, please talk to a Customer Service Officer who will provide advice and refer you to the appropriate person (see contact details over page).

To enable us to address your concerns we ask that you provide the following details of your issue in writing to the Unit Manager:

- What the problem is
- How the problem came about
- How you think the problem can be resolved

If you are not satisfied with the response proceed to the next step.

Step 2 - Please request the matter be referred to the Director of the appropriate section. Directors are the second most senior managers in Council. If you are unsure of which Director you need to speak to, the Unit Manager or Customer Service Officer can assist.

We do not expect you to repeat every aspect of your complaint, however you may wish to provide further information. If still unsatisfied you have a right to appeal:

Step 3 - Appeal to the Chief Executive Officer in writing. This request does not need to repeat the preceding information provided in writing, however it must contain full details of why you are dissatisfied with the way it has been handled by the relevant Director. The CEO will delegate an independent officer to undertake an investigation and make recommendations to the Chief Executive Officer, who will write to you advising the outcome of the review.

Step 4 - If you are not satisfied and wish to appeal a decision made or action taken you can contact the State Ombudsman. The State Ombudsman's Office is an independent body set up to review administrative action taken by government agencies and local government.

The Ombudsman can be contacted in writing at Level 2, 570 Bourke Street, Melbourne VIC 3000 or by phone on 9613 6222.

Further information is available from the website at ombudsman.vic.gov.au

When Dealing With Your Dispute

- We will treat it in confidence
- We will not discriminate against anyone for any reason
- If we have made a mistake, we will apologise and put right what has gone wrong as quickly as possible
- We will use information gathered to improve our services in the future

Our Guarantee

We will acknowledge all written complaints within 6 working days. We will investigate and respond to all complaints within 15 working days except for complicated issues when we will advise you of when you can expect a response.

Whistleblowers Protection Act Disclosures

The *Whistleblowers Protection Act 2001* allows for confidential disclosures of corrupt conduct, conduct involving a substantial mismanagement of public resources, or conduct involving a substantial risk to public health and safety or the environment. Enquiries should be directed to Council's Manager of Organisation Sustainability who has delegated powers to investigate these claims or directly to the State Ombudsman.

