



LEETON SHIRE COUNCIL

Preserving the Past, Enhancing the Future

LEETON SHIRE COUNCIL POLICY

NATIONAL COMPETITION POLICY COMPLAINTS HANDLING

PROCEDURES FOR COMPETITIVE NEUTRALITY

PREAMBLE

The purpose of developing the Competitive Neutrality Complaints Procedures is to ensure that Leeton Shire Council operates without competitive advantages over other business as a result of their public ownership, when competing against the private sector businesses.

By establishing these procedures, Council will be meeting its obligations under the National Competition Policy framework.

POLICY

ACCESS FOR COMPLAINTS

All complaints on competitive neutrality questions can be submitted to the following people:

- Council's frontline service staff;
- Council's Public Officer; and
- Outside agencies such as the Department of Local government, the Ombudsman and the Australian Competition and Consumer Commission (ACCC) as well as the Independent Commission Against Corruption.

COMPLAINT MEDIUM

The Council will receive complaints on Competitive Neutrality through any medium, for example facsimile, telephone, internet or via its staff.

WHERE COMPLAINTS CAN BE LODGED

Complaints can be lodged:

- at Leeton Shire Council Office
- by telephone (02) 6953 2611
- by facsimile (02) 6953 3337
- via council@leeton.nsw.gov.au

EXPECTED RESPONSE TIME

It is the Council's expectation that all correspondence will be responded to the complainant within 7 working days. It is expected that a decision in respect of the complaint will be determined within 20 working days from the date of receipt. If Council requires additional time to gather evidence and investigate the matter the applicant will be advised of the additional time required. It is anticipated that most complaints would be resolved with working 20 days.

ACTIONS TO BE INITIATED

Council will fully investigate any complaints to determine if the claim is proven. Where it is determined that Council has contravened the National Competition Policy guidelines, measures will be taken to rectify that situation immediately.

TRAINING

The Council is committed to providing customer focused services and this is reinforced by its commitment to training and every endeavour will be made to ensure that all staff dealing with competitive neutrality issues are adequately trained in the various national competition policy principles.

REVIEW

The Council recognises that the implementation of the national competition policy guidelines are reported in the Council's Annual Report. It is not only intended to report on the Council's activities but to gauge the Council's success in meeting its obligations under the national competition policy principles.

FURTHER INFORMATION

If any community member, staff member, or government agency requires further information on this issue please contact the Council's Public Officer.

Policy History:

Date of Adoption/Amendment	Resolution Number
12 December 2007	07/750
26 June 2013	13/136
22 February 2017	17/018