

Complaints about the Chief Executive Officer Policy

Effective Date	20 March 2025
Policy Type	Statutory
Policy Owner	Customer Support and Governance
Link to Corporate Plan	Sustainable Organisation
Review Date	September 2028
Related Legislation	Local Government Act 2009 Local Government Regulation 2012 Crime and Corruption Act 2001 Public Interest Disclosure Act 2010
Related Documents	Complaints Management Policy Complaints Management Procedure) Confidentiality Guideline Western Downs Regional Council Employee Code of Conduct

Policy Version	Approval Date	Adopted/Approved
1	20/11/2011	Approved by Chief Executive Officer (Organisational Policy)
2	20/11/2014	Approved by Chief Executive Officer (Organisational Policy)
3	19/08/2020	Ordinary Meeting of Council (Council Policy)
4	23/09/2020	Ordinary Meeting of Council
5	20/03/2025	Ordinary Meeting of Council

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Complaints about the Chief Executive Officer Policy

1. POLICY PURPOSE

The purpose of this policy is to assist Council to promote accountability, integrity, and transparency through its management of any complaint which involves or may involve corrupt conduct by Council's Chief Executive Officer.

2. POLICY SCOPE

This policy applies if there are reasonable grounds to suspect that a complaint (which includes information or matter) may involve corrupt conduct by Council's Chief Executive Officer.

3. POLICY

A complaint which may involve an allegation of corrupt conduct by the Chief Executive Officer may be reported to:

- (1) the nominated person, or
- (2) a person to whom there is an obligation to report under an Act.

If there is uncertainty about whether or not a complaint should be reported, it must be reported to the nominated person.

If the Chief Executive Officer receives a complaint which may involve corrupt conduct on their part, the Chief Executive officer must:

- (1) report the complaint to the nominated person as soon as practicable; and
- (2) take no further action to deal with the complaint, unless requested to do so by the nominated person.

4. NOMINATED PERSON

The Customer Support and Governance Manager is the nominated person to notify the Crime and Corruption Commission if there are reasonable grounds to suspect that a complaint involves or may involve, corrupt conduct by Council's Chief Executive Officer. In the absence of the Manager Customer Support and Governance, the Mayor is the nominated person.

5. RESOURCING THE NOMINATED PERSON

Council will ensure that sufficient resources are available to enable the nominated person to manage the complaint appropriately.

At all times, the nominated person must use their best endeavours to act independently and impartially, having regard to the purposes of the *Crime and Corruption Act 2001* and the importance of promoting public confidence in the way suspected corrupt conduct by Council's Chief Executive Officer is managed.

For the sole purpose of managing a complaint under this policy, the nominated person is delegated the same authority, functions, and powers as the Chief Executive Officer to direct and control staff of Council and to enter into contracts on behalf of the Council. The nominated person does not have any authority, functions, or powers which cannot be delegated by the Council.

6. CONFIDENTIALITY

The nominated person will maintain confidentiality throughout the management of any complaint and will not disclose any information, other than to the Crime and Corruption Commission, without authorisation under legislation.

7. LIAISING WITH THE CRIME AND CORRUPTION COMMISSION

The Chief Executive Officer is to keep the Crime and Corruption Commission and the nominated person(s) informed of:

- (1) the contact details for the Chief Executive Officer and the nominated person(s); and
- (2) any proposed changes to this policy.