Behavioural Management Policy

Procedure Flowchart

Receipt of Complaint	CEO (or delegate) will acknowledge receipt as soon as reasonably practicable, but within 2 days of receipt complaint made within 6 months of the actions and/or behaviours said to breach the Standards; or discretion exercised by the person responsible for managing the complaint to extend time to make complaint
Informal	person responsible for managing the complaint to determine if the matter can be resolved by Informal Action if both parties agree, Informal Action outcome to be documented in writing if parties do not agree, complaint is to be the subject of an Initial Assessment
Action	
·	person responsible for managing the complaint to determine whether the matter falls for consideration under the Policy, taking into account matters under clause 8.4
Initial Assessment	if the complaint warrants further action, Member complained about should be advised, provided a summary of allegations, and invited to respond, not more than 10 business days, unless extended with reasons
Outcome	on receipt of any submission on Initial Assessment, person responsible for managing the complaint to determine what action is to be taken matter may proceed to a formal consideration under the Policy, unless ground(s) under clause 8.9 apply if no action to be taken, complainant and Member to be advised in writing, with reasons
Alternative Resolution	if a decision is made to refer the matter for Alternative Dispute Resolution, person responsible for managing the complaint to contact the Member and complainant to seek consent to process if complainant does not agree, may be a relevant consideration in dismissing the complaint otherwise, consider Investigation
Resolution	
Investigation	Member complained about will be provided a copy of this Policy, contact details of person responsible for managing complaint and full allegations (which may include copy of original complaint) invited to respond to allegations, not more than 10 business days
Report •	on completion of the investigation, draft report to be provided to both parties, and a reasonable opportunity to respond, not more than 10 business days any submission received to be considered in preparation of Final Report
No Breach	where no breach is found, parties advised in writing matter remains confidential, unless Member requests a report be included in the public Agenda for the next practicable Council meeting
	where a breach is found, person responsible for managing complaint to contact parties to determine if an agreed resolution can be reached if so, document in writing, remains confidential unless Member requests a report be included in public Agenda for the next practicable Council
Breach	
Breach	if so, document in writing, remains confidential unless Member requests a report be included in public Agenda for the next practicable Council meeting
Breach Formal	if so, document in writing, remains confidential unless Member requests a report be included in public Agenda for the next practicable Council meeting