

**POLICY TITLE: COMPETITIVE NEUTRALITY COMPLAINTS POLICY  
(NATIONAL COMPETITION POLICY)**

**VERSION I:** Adopted 21 February 2006

**Last reviewed:** -

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## **OBJECTIVE**

Under the principles of National Competition Policy Council undertakes certain activities that are deemed to be business activities, in particular Councils water supplies and sewerage schemes are identified as Category Two business activities and accordingly such business activities must be able to demonstrate consistency with the principles of National Competition Policy.

## **POLICY**

Complaints against Dungog Shire Council can be made to any State Government Department or Agency with subsequent referral to the Department of Local Government or direct to the General Manager Dungog Shire Council.

All complaints are to be in writing and will be acknowledged by the Council. With respect to complaints made under this policy Council will treat the complaint in a manner similar to Councils existing complaint management policy.

Council will deal with all complaints promptly and aims to respond to the complainant within 4 weeks of receipt of the letter.

After proper investigation all complaints will be reported to Council and state the outcomes and validity of the complaint.

Council will advise the complainant of the remedy available and these would include:

- \* to provide more information to the complainant for a more accurate understanding of national competition policy;
- \* to investigate / review Councils business activities if a legitimate complaint is made;
- \* to change Councils business practice where a complaint is justified.

If the complainant is not satisfied with the above they will be directed to the Department of Local Government, the NSW Ombudsman or the Independent Commission Against Corruption to pursue the matter further, depending upon the nature of the complaint.

If the matter relates to the application of trade practice laws (Trade Practices Act 1974) and their application to Council, the complainant will be referred to the Australian Competition and Consumer Commission (ACCC).

<b>Date Policy Adopted</b>	<b>Minute No</b>	<b>Authority</b>
21 February 2006	32904	Council Resolution