

Key additions and changes	Draft Feedback and Complaints Management Policy (2025)
Overarching changes	• The draft Feedback and Complaints Management Policy has expanded in scope to include how the City of Parramatta manages feedback. This inclusion ensures appropriate management and use of feedback to inform continuous improvement of Council services and facilities. • The draft Feedback and Complaints Management Policy has been developed in alignment with the updated NSW Ombudsman's Effective Complaints Management Guidelines (November 2024). • The draft Feedback and Complaints Management Policy has been developed with our customers and the community in mind. The draft Policy, and language used, has been refined to provide greater clarity for the community when seeking to understand how the City of Parramatta manages feedback and complaints.
Six principles of effective complaints management	Six principles for effective complaints management have been introduced. These include: • Respectful treatment • Accessibility • Communication • Ownership • Timeliness • Transparency
Communication channels	The draft Feedback and Complaints Management Policy provides details of how to provide feedback or lodge a complaint with Council across a range of channels.
Social media	The draft Feedback and Complaints Management Policy outlines how the City of Parramatta manages complaints received via social media.
Positive feedback and complaints culture	The draft Feedback and Complaints Management Policy outlines the City of Parramatta's encouragement of feedback and complaints from the community.
Accessibility	The draft Feedback and Complaints Management Policy addresses the need to remove barriers and provide equal access to the complaints and feedback process for all community members. The draft Policy outlines a range of accessible options available to the community.
Complaint management approach	The draft Feedback and Complaints Management Policy outlines Council's complaints management approach with clearer steps and additional detail to improve transparency for the community. Details include specified timelines for acknowledgement (three business days) and responding to or providing updates (ten business days) on complaints. Five key stages are outlined: • Receipt • Acknowledgement • Assess & address • Communicate outcome and reason • Record keeping & closure

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	The draft Feedback and Complaints Management Policy provides a clear commitment to a fair, objective, equitable and unbiased approach to complaints management. This includes: • The removal of potential conflicts of interest via the preclusion of complaints management or investigation by a Council officer who is a subject of or party to a complaint. • Provision of information on the review process and how a complainant may escalate a complaint should they wish to do so.
Secure record keeping	The draft Feedback and Complaints Policy outlines the City of Parramatta's commitment to the keeping of detailed records of complaints and feedback in Council's secure corporate system.
Commitment to continuous improvement	• The draft Feedback and Complaints Management Policy recognises the importance of feedback and complaints as part of the continuous improvement process. • The draft Policy makes a commitment to regular review and reporting on feedback and complaints.