



**SOUTH BURNETT**  
**REGIONAL COUNCIL**

# Administrative Action Complaints

This factsheet provides information about making an administrative action complaint with Council. This process has been established as required under the *Local Government Act 2009* (Qld) and the *Local Government Regulation 2012* (Qld).

## What is an administrative action complaint?

An administrative action complaint is an expression of dissatisfaction about an administrative action of Council. Administrative actions are defined as:

- a decision, or a failure to make a decision, including a failure to provide a written statement of reasons for a decision;
- an act, or a failure to do an act;
- the formulation of a proposal or intention by Council; or
- a decision made under a local law.

## What is NOT an administrative action complaint?

An administrative action complaint should not be confused with a customer request. A customer request is a request for information or service relating to Council's functions.

Some examples of customer requests include reports about:

- barking dogs;
- leaking water pipes;
- an overflowing waste bin;
- potholes; and
- overgrown allotments.

Or requests for information relating to:

- rates;
- dog registration; or
- other Council services.

To lodge a Customer Request contact Council via your preferred method of contact.

## Who can make an administrative action complaint?

Administrative action complaints can be made: by a person who is directly affected by the action;

- by another person on behalf of a complainant, provided written authority to do so is provided with the complaint form;
- anonymously – anonymous complaints are accepted. However, it will not be possible for Council to clarify or request further information from the complainant or advise the complainant of Council's decision and the reasons for that decision.

## How to make an administrative action complaint?

An administrative action complaint must be made no later than six (6) months after the Complainant was notified or made aware of the decision or action in question.

Administrative action complaints should be made by completing an administrative action complaint form and submitted via one of the following:

- ✉ South Burnett Regional Council  
PO Box 336  
KINGAROY QLD 4610  
(07) 4189 9100
- 📧 [info@sbrc.qld.gov.au](mailto:info@sbrc.qld.gov.au)
- 👤 Visit a Customer Service Centre



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For further information contact Council's Corporate Section via email [info@sbrc.qld.gov.au](mailto:info@sbrc.qld.gov.au) or call **1300 789 279** or **07 4189 9100**.  
[www.southburnett.qld.gov.au](http://www.southburnett.qld.gov.au) [southburnettregional](https://www.facebook.com/southburnettregional)

Council's preferred method of receiving an administrative action complaint is in writing (e.g., email, letter, or complaint form).

Complainants can request assistance from a Council Officer when making an administrative action complaint.

### **What to include in your administrative action complaint?**

To assist Council in dealing quickly and effectively with your complaint, you are asked to provide as much detail as possible including the following:

- list of any other agencies or authorities to which this matter has been reported;
- your contact details, i.e., your name and at least one method of contact (e.g., email, address);
- an outline of the outcome you are seeking; and
- any supporting information including photos or contact details of persons who can provide supporting information.

### **What happens next?**

Within 10 working days of receipt of the administrative action complaint, the Assessing Officer will send correspondence to the Complainant which will include the following information:

- acknowledgement of receipt of the complaint;
- advice of the anticipated timeframe for an outcome (in general approximately 25 business days); and
- Council's reference number for the complaint.

### **What is Council's administrative action complaint process?**

The three (3) stages for managing administrative action complaints are:

Stage 1 - Assessment of complaint – determines the complaint type, severity, complexity and urgency.

Stage 2 - Investigation and Decision – consists of information gathering, investigation processes and issue of a complaint decision by the relevant General Manager or Chief Executive Officer.

Stage 3 - Internal Review and Decision – conducted by the Chief Executive Officer and requested by the Complainant where they are not satisfied with the complaint decision. This third stage is only available if the Chief Executive Officer was not the Decision Maker in Stage 2.

### **How long does it take to receive a decision about an administrative action complaint?**

Council aims to resolve all administrative action complaints as quickly as possible. The circumstances vary considerably between administrative action complaints, so it is not possible to guarantee a set timeframe.

In some cases, an investigation may simply consist of speaking with certain persons or inspecting records to enable a decision to be made. Whereas, some complaints may be more complex in nature, requiring a greater degree of research and evaluation. Administrative action complaints will be investigated fully, and investigative processes will depend on factors such as severity, safety, complexity, and urgency of the complaint.

As a Complainant, you will be notified if progress of the investigation is expected to exceed the anticipated timeframe as indicated in the acknowledgement of the administrative action complaint.

### **What if I'm not satisfied with the decision?**

An external review cannot be carried out unless a review decision has been issued by Council or the initial decision was provided by the Chief Executive Officer.

Complainants will be advised by the Chief Executive Officer in the outcome letter that the administrative action complaint is closed. If the complainant is not satisfied that the complaint has been resolved, they may lodge a complaint with an external agency such as the Queensland Ombudsman.

### **What if you change your mind about pursuing an administrative action complaint?**

If you change your mind and wish to withdraw an administrative action complaint, you may do so at any time. If the original administrative action complaint was made in writing, the withdrawal must also be made in writing.

### **What happens to the documentation?**

All documentation in relation to the administrative action complaint will be stored electronically in Councils' recordkeeping system and retained in accordance with the *Public Records Act 2002* (Qld).