

POL	RESPONSE TO ENQUIRIES FROM THE STATE OMBUDSMAN	SC12
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POLICY CODE:	SC12
DIRECTORATE:	Executive Services
BUSINESS UNIT:	Executive Support
SERVICE UNIT:	Executive Support
RESPONSIBLE OFFICER:	Director, Governance & Community Services
FILE NO.:	182/001
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DAPPS Meeting:	22 March 2012 28 November 2013 24 August 2017
OCM:	17 September 2002 12 April 2012 12 December 2013

BACKGROUND:

From time to time, Council receives enquiries from the Parliamentary Commissioner for Administrative Investigations (State Ombudsman) on behalf of individuals or organisations who have a dispute with a specific Council action or decision. It is essential that these enquiries are answered promptly and accurately. Any delays in this process may have a negative impact on Council's image and not assist in presenting the appropriate response.

PURPOSE:

This Policy provides the minimum standard of response to Ombudsman enquiries and the associated procedures are designed to ensure that records of all associated correspondence are readily available.

POLICY:

Any enquiry from the Ombudsman is to be treated as urgent correspondence requiring immediate attention. Detailed and accurate responses to such enquiries are to be handled in accordance to the Customer Service Charter and Records Management Policy and Guidelines.

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In order to avoid delays in this process, Council authorises the Chief Executive Officer to instigate responses to these enquiries. A summary of inquiries from the State Ombudsman will be placed in the 'Confidential Section' in Cockburn Hub.