

[REDACTED]

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**From:** info@warrumbungle.nsw.gov.au  
**Sent:** Friday, 17 March 2023 5:45 PM  
**To:** Records Officer  
**Subject:** Written submission - draft Complaints Handling Policy

The following information has been submitted from the Warrumbungle Shire Council:

**First and last name :** [REDACTED]

**Email address :** [REDACTED]

**Submission :** Those who make complaints need to be kept informed throughout the process - acknowledgement of receipt, follow up with action to be taken and then after the complaint has been dealt with. This follow through of contact must be stressed (as it does not currently happen).