

A summary table outlining the amendments to the Policy is provided below:

Issue	Summary of new inclusions
Managing customer concerns	<ul style="list-style-type: none"> • A new section has been included outlining how customer concerns are managed, including how the following steps are undertaken: <ul style="list-style-type: none"> ○ preliminary assessments ○ investigations ○ enforcement action • Guidance on the key steps of the investigation at which point an update will be provided to customers. • Identification of the circumstances in which no action may be taken. Some examples include where Council does not have jurisdiction to address a concern, there is insufficient information, or evidence to pursue a matter, or the report relates substantially to a matter previously investigated by Council, and there is no new or compelling information or evidence which would cause Council to change its earlier decision.
Application of discretion	<ul style="list-style-type: none"> • A new section has been included to provide guidance to Council's authorised officers and the community on the application of discretion in determining whether to take regulatory action, as well as the obligations on Council officers to ensure the discretion is applied in good faith and in an impartial and consistent manner.
Risk based triage process	<ul style="list-style-type: none"> • All enquiries are managed using a risk-based approach and are triaged to determine their priority/urgency, with matters identified as greatest risk (urgent/high), to be actioned as a priority. • A new section has been included providing information on the new risk-based triage process, with examples of what constitutes urgent, high, medium, and low risk concerns and how these are responded to. • A new risk rating table is also included to identify the risk rating attributed to various types of customer enquiries.
How investigations are undertaken	<ul style="list-style-type: none"> • A new section outlining the steps involved in undertaking investigations and the factors that are considered in the decision to take enforcement action. The range of enforcement options available to Council is also outlined.
Private certifiers	<ul style="list-style-type: none"> • An expanded new section providing information on the private certification scheme, including the role of certifiers, the types of matters which, in the first instance should be referred to certifiers for investigation and the matters which can be referred to Council. Additional information is also provided on the referral pathway to direct concerns relating to the conduct of private certifiers.
Dissatisfaction with compliance outcomes	<ul style="list-style-type: none"> • A new section is included outlining how to seek a review of a decision if there is dissatisfaction with the outcome of an investigation or dissatisfaction with the conduct of a Council employee.