



Complaints Management Process

Complainant lodges a complaint to WGCMA in letter or email addressed to Chief Financial Officer (CFO)
(email address: LucyL@wgcm.vic.gov.au)

Within five working days

WGCMA CFO acknowledges receipt of complaint. Acknowledgment indicates as a minimum:

- Appointed person to review;
- process to be taken by organisation; and
- Approximate timeline to address the matter.

Is additional information required from the complainant?

NO

YES

Does the matter require services of external parties to advise on elements of the complaint?

NO

YES

Extension of time based on the number of working days between the request for, and receipt of, additional information and/or advice sought.

Within 20 working days

Complaint addressed by WGCMA and complainant is informed of the findings and whether WGCMA intends to take any further action.

Complainant advises that they intend to pursue the matter with the VGPB (i.e. complainant must elect to escalate)

Within 5 working days

WGCMA informs the VGPB of any complaint that could not be resolved to the satisfaction of both parties.

Complainant accepts the finding

End of Process