

Roy Newsome

**NSW ICAC
EXHIBIT**

From: Roy Newsome
Sent: Tuesday, 27 November 2012 4:25 PM
To: 'Clr. Ivan Petch'; The Mayor
Cc: Linda Smith
Subject: Complaint- Request for Information

Dear Mr Mayor,

I refer to our discussion today and your advice of a complaint you have received or were making. You requested the following information;

- Copy of [REDACTED] contract with the City of Ryde
- Copy of the relevant tender proposal in relation to the General Manager's performance review
- Copies of all Council reports relating to the General Manager's performance reviews
- Copy of agreed measures of General Manager's performance
- All invoices received from [REDACTED]

Following our discussion yesterday, I have confirmed the details of Council's process in respect of Council's Customer Feedback (Complaints) Policy and Public Interest Disclosures- Internal Reporting Policy.

Under Council's Customer Feedback (Complaints) Policy, all tier 3 complaints (formal allegations of wrongdoing), are referred to the Manager Risk and Audit for assessment and investigation. The report would then be referred back to the General Manager or Mayor (in the case where the complaint refers to the General Manager), for consideration. A similar process is followed in respect of Public Interest Disclosures.

Also, as stated in Council's Policy for the Interface and Day to Day Oversight of the General Manager by the Mayor, clause 12 of the Policy states;

' that all complaints about the General Manager's conduct will be referred to the Mayor and will be managed in accordance with Council's Complaints Management Policy, Code of Conduct and if necessary the Public Interest Disclosures Act 1994 and Council's Public Interest Disclosures- Internal Reporting Policy.

In accordance with the above, I advised you that as you had received or were making a complaint against the General Manager, you were required to provide details of the nature of the complaint to Mr Schanz, Manager Risk and Audit. This would allow Mr Schanz to assess and advise you further on the complaint.

As you provided no details on the complaint, I advised that I could not provide all the details requested until further information of the complaint were provided.

As discussed, my advice to you was to ensure Council's policies were followed, thereby protecting your interests and the interests of the organisation.

The above is referred for your information and please contact me if you wish to discuss further.

Regards
Roy Newsome
Group Manager Corporate Services
City of Ryde
9952 8011

17/07/2013