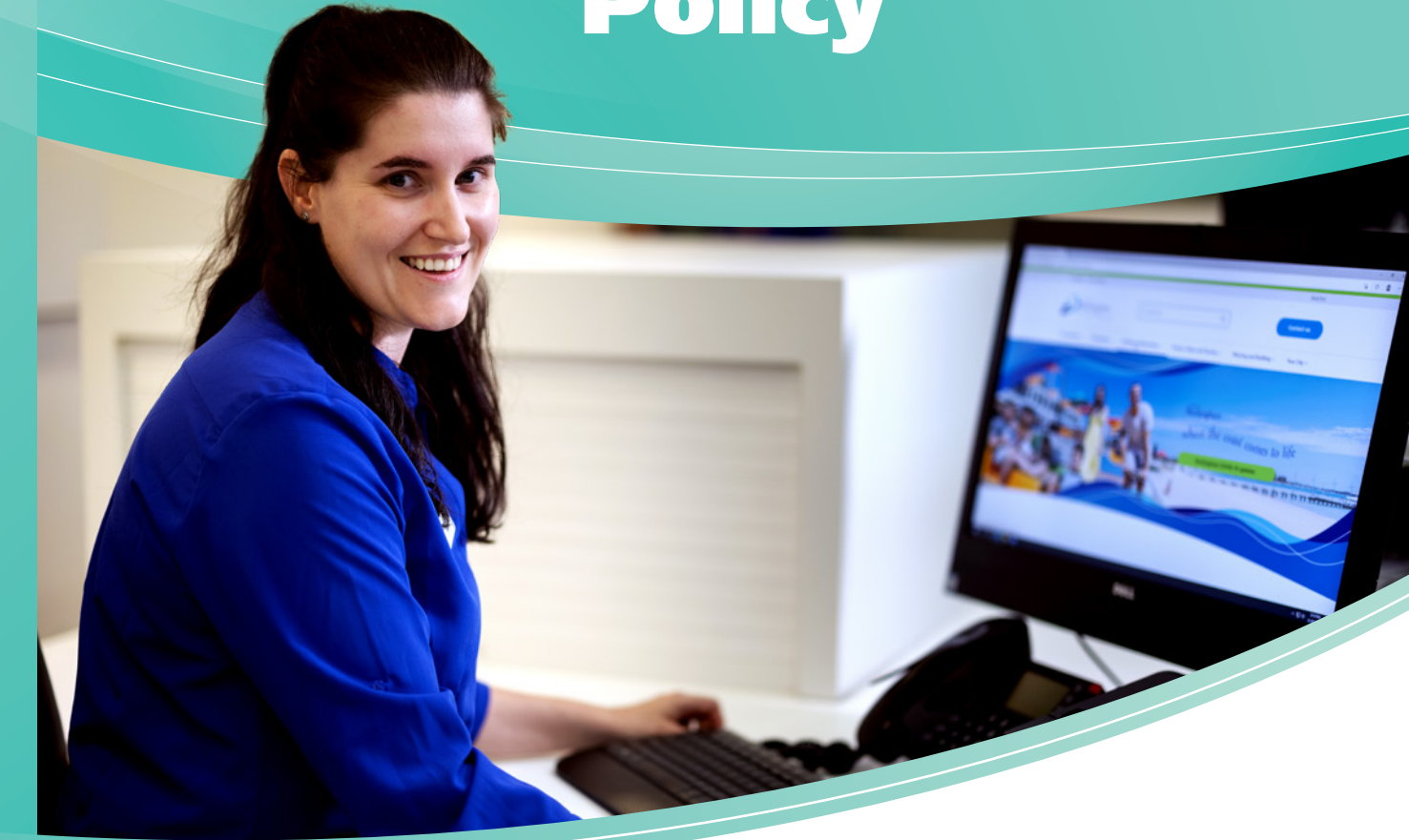




Service Complaints Policy



We value your feedback

We would like to hear from you if you have a request for service, a complaint or compliment. Your feedback assists us to monitor the quality and standard of our service.

In person:
Administration Building
Civic Boulevard, Rockingham
Monday to Friday
8.30am to 4.30pm

In writing:
Chief Executive Officer
City of Rockingham
PO Box 2142
ROCKINGHAM DC WA 6967

By phone: 08 9528 0333

By fax: 08 9592 1705

This publication is available in alternative formats on request from the City of Rockingham on 9528 0333 or at customer@rockingham.wa.gov.au

Policy Statement

Council acknowledges that service complaints are a source of valuable feedback to assist in ultimately improving services provided to the community. All service complaints are handled in an open and transparent manner.

Council is confident that it can resolve the majority of complaints received, however it recognises that the City will not be able to satisfy every customer on every occasion.

A service complaint is an expression of dissatisfaction with a standard of service, a process, a product, or the behaviour of an employee or contractor.

Any directly involved party may lodge a service complaint.

A service complaint arises after all reasonable attempts have been made to resolve an issue on an informal basis.

Service complaints must be lodged not later than 12-months after the date on which the person aggrieved first had notice of the matters alleged in the complaint.

A service complaint must be lodged on an approved service complaint form and completed in full.

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    START[START] --> Step1[Complaint lodged with Manager Customer and Corporate Support  
(Complaints will be acknowledged within 7 working days)]
    Step1 --> Step2[Complaint forwarded to CEO or Director for investigation  
(Complaints will be dealt with within 28 working days)]
    Step2 --> Step3[Customer advised of outcome in writing]
    Step3 --> Decision1{ }
    Decision1 -- YES --> End1[Complaint closed]
    Decision1 -- NO --> Step4[Customer advised of their right to take their complaint to the Ombudsman Western Australia or the Department of Local Government]
    Step4 --> Decision2{ }
    Decision2 -- YES --> End2[Complaint closed]
    Decision2 -- NO --> Step5[Complaint may be forwarded to Customer Service Review Committee at the request of the complainant for investigation.]
    Step5 --> End3[Complaint closed]
  
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START

Complaint lodged with Manager Customer and Corporate Support
(Complaints will be acknowledged within 7 working days)

Complaint forwarded to CEO or Director for investigation
(Complaints will be dealt with within 28 working days)

Customer advised of outcome in writing

YES

Complaint closed

NO

Customer advised of their right to take their complaint to the Ombudsman Western Australia or the Department of Local Government

Customer satisfied?

YES

Complaint closed

NO

Customer advised of outcome in writing

Complaint may be forwarded to Customer Service Review Committee at the request of the complainant for investigation.

Customer satisfied?

Complaint closed

1. Service complaints will be coordinated by the Manager Customer and Corporate Support or a person acting in the role. Complaints will be forwarded to the Chief Executive Officer or the Director of the relevant team. Service complaints must be dealt with within 28 working days.

2. If the complainant is not satisfied with the response provided by the Chief Executive Officer or the Director of the relevant team, the issue may be referred to the Customer Service Review Committee, at the request of the complainant. The Customer Service Review Committee meets on an as-needs basis.

3. The complainant will be provided 10 minutes to present their complaint to the Customer Service Review Committee.

4. The Customer Service Review Committee's recommendation will be presented at the next Council meeting or the meeting immediately thereafter.

5. The complainant will receive a written response from the Chief Executive Officer after Council has considered the complaint.

At any stage during the service complaints process, if a complaint is considered minor, irrelevant, vexatious or to have no merit, the Chief Executive Officer may refuse to entertain the complaint. The complainant will be advised they may refer their complaint to the Ombudsman Western Australia.

The Customer Service Review Committee will consist of the Chief Executive Officer and three Elected Members.

In accordance with the Ombudsman Western Australia principles for an effective complaints handling system complaints are to be dealt with in an equitable, objective and unbiased manner. Any committee member who has had prior involvement with the complaint must declare such involvement and exclude themselves from the Customer Service Review Committee meeting.

When a complaint is made against the General Management Team, the Director Corporate Services will replace the Chief Executive Officer on the Customer Service Review Committee.

When a complaint is made against the Manager Customer and Corporate Support, an alternate officer will coordinate the service complaint process.

Where a complaint is in relation to a staff member, the Chief Executive Officer is responsible for implementing all actions and outcomes.

Executive support will be provided by the Manager Customer and Corporate Support.

Service Complaint Form

[illegible]

When complete, please detach the form and deliver to:

In person:
Administration Building
Civic Boulevard, Rockingham
Monday to Friday
8:30am to 4:30pm

In writing:
Chief Executive Officer
City of Rockingham
PO Box 2142
ROCKINGHAM DC WA

By fax: 08 9592 1705
By email: customer@rockingham.wa.gov.au
Website: www.rockingham.wa.gov.au