



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

By email: council@rockingham.wa.gov.au
Twitter: www.twitter.com/RockinghamCity

Facebook: www.facebook.com/CityofRockingham
YouTube: www.youtube.com/CityOfRockingham

Serving you better

The City of Rockingham welcomes service complaints as a form of valuable feedback that will assist in ultimately improving services provided to the community.

The City is confident that it can resolve the majority of complaints received, however we are aware that we may not be able to satisfy every customer on every occasion.

In an effort to simplify the service complaints process and capture as many service complaints as possible, the City has developed a Service Complaints Policy. This document outlines the definition of a service complaint, eligibility, how to lodge a service complaint and the process.



www.rockingham.wa.gov.au



