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| Title | Compliments, Feedback & Complaints |
| Policy Number (Governance Purpose) | |



Policy Type

Council

Policy Purpose

The purpose of this policy is to provide a framework to guide the City of Cockburn in its management and handling of compliments, feedback and complaints.

The City of Cockburn is committed to managing compliments, feedback and complaints in a consistent and unbiased manner that complies with the Australian Standard Guidelines and the Ombudsman Western Australia Guidelines thereby ensuring an open and responsive complaints handling process.

Policy Statement

- (1) The City of Cockburn is committed to providing quality customer service, ensuring that should customers be dissatisfied with the provision of services or products of the City and/or its contractors or with the actions of employees that they will actively seek to resolve the complaint at the first point of contact.
- (2) This policy has been introduced to ensure that all customers have the opportunity to provide feedback to the City. To assist with this the City will adopt a process for compliments, feedback and complaint handling, which provides clear information about how and where to complain and feedback will be managed in line with guidelines from the Ombudsman Western Australia.
- (3) Compliments, feedback and complaints will be acknowledged and responded to in a timely manner with objectivity and fairness ensuring that, where required, the City provides an appropriate response. Initial response will be in line with the City's Customer Service Charter.
- (4) In managing compliments, feedback and complaints in a consistent and accountable manner, the City will be able to identify trends and analyse feedback and complaints to implement improvements to service, process and identified inadequacies. To achieve this, the City will:
 1. adopt a customer-focused approach that encourages open feedback and a commitment to resolving complaints;
 2. endeavour to ensure that anyone who is dissatisfied with a City service or product can easily and simply make a complaint and/or provide feedback;
 3. designate a location to lodge complaints which is visible and easily accessible to customers;
 4. acknowledge complaints;
 5. investigate feedback and complaints courteously and fairly;
 6. respond to complaints in a timely manner and within prescribed timelines set out in its management procedure;

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7. establish a system for complaint handling that will enable it to identify trends, eliminate causes of complaints and improve operations and customer service;
8. reward and recognise staff who receive compliments for their service delivery;
9. ensure all staff are aware of the Compliments, Feedback and Complaints Policy and Procedure; and
10. ensure feedback mechanisms are accessible for all customers and the availability of support for people with low literacy, English as a second language, disability or other access needs is communicated.

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| Strategic Link: | Communications Strategy and Action Plan |
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| Lead Business Unit: | Governance |
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