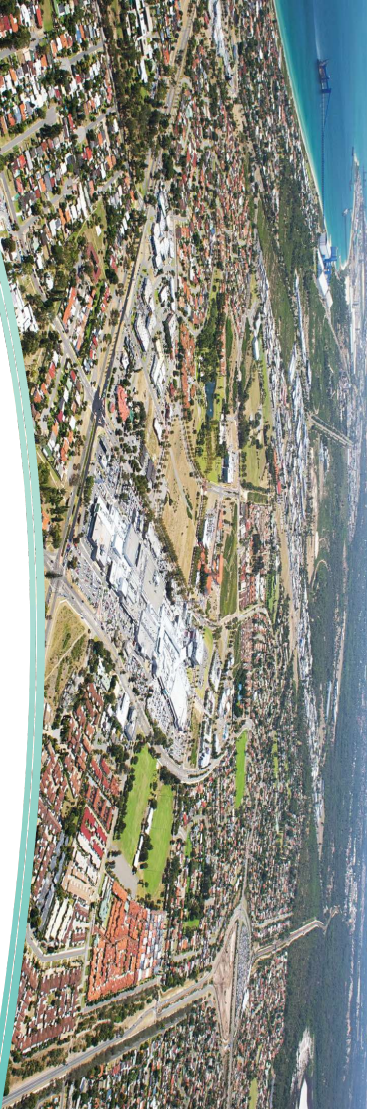




Policy Statement

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 meet the majority of complaints received, however it recognises that the City will not be able to satisfy every customer on every occasion.

We value your feedback

We would like to hear from you whether you have a request for service, complaint or comment.

Your feedback assists us to monitor the quality and standard of our service.

In person: In writing:

Administration Building City of Rockingham
Civic Boulevard, Rockingham PO Box 2142
Monday to Friday Rockingham DC WA 6967
8.30am to 4.30pm

By email: customers@rockingham.wa.gov.au

By phone: 08 9528 0655

Via Rock On: city.rockon.com.au

This publication is available in alternative formats on request.

Service Complaints Policy



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.

Service complaints cannot be made where another avenue of appeal exists e.g. State Administrative Tribunal.

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.

service complaint form and completed in full

START

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



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.

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

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

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

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

Customer Service Review Committee

consist of the Chief Executive Officer and three Elected Members.

Perception of Bias

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 Service

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 office will coordinate the service complaint process.

Where a complaint is in relation to a staff member

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

[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 6967

By email: customer@rockingham.wa.gov.au

Copies of this form can also be downloaded from the website rockingham.wa.gov.au

The City of Rockingham is collecting your personal information for the purpose of a service complaint. It may also be used for secondary purposes which would be reasonably expected. We may share your information with authorised third parties to assist in the review of your complaint.

If the personal information is not collected, we may not be able to effectively investigate and respond to your complaint.

To access, correct or learn more about how we handle personal information please contact privacy@rockingham.wa.gov.au or visit rockingham.wa.gov.au/privacy