



COMPLAINTS HANDLING POLICY

POLICY NUMBER: EXEC-OD-001

PURPOSE

The purpose of this policy is to outline a process by which the City will handle customer complaints.

SCOPE

This policy applies to all City staff who are responsible for customer service and management of any customer complaints.

DEFINITIONS

CEO means the Chief Executive Officer of the City.

City means the City of Kalgoorlie-Boulder.

Complaint means an expression of dissatisfaction with the quality of service or the lack of service received from the City or the behaviour of an employee of the City of Kalgoorlie-Boulder.

POLICY STATEMENT

The City is committed to ensuring that it:

- Recognises, promotes and protects the customer's right to comment on their dealings with the City;
- Provides an efficient, fair and accessible framework for resolving customer complaints;
- Sets standard for dealing with customer complaints;
- Increases the level of satisfaction among customers through the delivery of effective and consistent services;
- Enhances the City's image and reputation, particularly its reputation for customer service; and
- Provides for procedural fairness to ensure that City staff are able to respond to any complaint and is not subject to unfair, unfounded or inappropriate allegations.



POLICY DETAILS

1. Making a complaint

Customers may communicate their dissatisfaction with a service in a number of ways, including:

- Web site contact form
- Email
- Social media
- Letter
- Face to face
- Telephone call

2. Commitment

- a. All complaints will be handled quickly, fairly, effectively and courteously and in a manner which ensures natural justice and due process.
- b. Responses to complaints will always be in positive terms and never retaliatory.
- c. The rights of the complainant are protected as are those of staff who receive the complaint, or who may be subject of a complaint.

3. Recording Customer Complaints

- a. If a customer is expressing dissatisfaction with the quality of service or the lack of service received from the City the complaint will be recorded in the City's information management system (IMS).
- b. Customer complaints received by telephone or face to face must be recorded in the IMS by the officer receiving the complaint using the Customer Complaint Form.
- c. If a customer complaint is received through the City's various social media sites a screen print of the message will be recorded.
- d. Where complaints have been received anonymously the City is unable to provide a response to the customer however the complaint is still investigated

4. Processing complaints

- a. On receipt of a customer complaint an appropriate officer will try to resolve the issue within two (2) working days by contacting the customer, obtaining more details and taking the necessary steps to resolve the situation as quickly as possible 3.3.2 If the complaint remains unresolved after the initial contact the Customer Service Coordinator will acknowledge receipt with the customer and advise that the matter is being investigated and that a full response may be made within seven (7) days.



- b. The Customer Service Coordinator will liaise with the manager of the department or departments to which the complaint relates. The manager/s will provide all relevant information to the Customer Service Coordinator and also a proposal for the resolution of the complaint. If the relevant information cannot be obtained within seven (7) working days, the Customer Service Coordinator will advise the customer of progress.
- c. The Customer Service Coordinator will contact the customer with a response which has been agreed with the manager/s.
- d. If the complaint remains unresolved at this point, the case will be referred to the Executive Manager Governance and Risk Services for consideration and response and in certain cases referred to the CEO for consideration.
- e. Any complaints of a serious nature involving inappropriate behaviour of staff (rudeness, discrimination or harassment) will be referred to the Executive Manager Governance and Risk Services.

5. Empowering Staff

- a. All staff will have access to the complaint handling procedure and policy and be made aware of it.
- b. All staff will be made aware of updates to the procedure and policy.
- c. New staff will receive a copy of the procedure and policy as part of the induction process.
- d. Staff will receive training in aspects of customer service relevant to this policy.

6. Monitoring Customer Complaints

The Customer Service Coordinator is responsible for:

- a. Monitoring all Customer Complaints and ensuring that they are investigated and resolved in accordance with appropriate procedures.
- b. Compiling a quarterly Customer Complaints Report to Executive Advisory Group to provide an overview of; the types of complaint, numbers received by each Directorate, times taken to resolve complaints.

7. Complaints made to Elected Members

Where an Elected Member receives a complaint from a member of the public, the following should occur:

- a. The Elected Member should document the complaint along with the full name, address and phone number of the complainant;
- b. The Elected Member should forward details of the complaint along with the complainant's contact details as an "EM Request" (by email to emrequest@ckb.wa.gov.au)
- c. The City will forward the details of the complaint to a relevant City officer to review and investigate the complaint in accordance with this policy;



- d. The City will notify the Elected Member of the outcome of the complaint and its contact with the complainant.

WATER SERVICES COMPLAINTS

Complaints related to residential sewerage services including the sewer portion of the rates notice will be handled in accordance with the Australian Standard on Complaints Handling in conjunction with the [Water Services Code of Conduct \(Customer Service Standards\) 2018](#).

If you are not satisfied with the way we handle your complaint, you may refer your complaint, or would prefer to direct your complaint to an external body in the first instance, to the [Energy and Water Ombudsman](#). The Energy and Water Ombudsman will investigate your complaint and may mediate the dispute between you and us.

COMPLIANCE REQUIREMENTS

RELEVANT DOCUMENTS

Customer Complaint Form

ALTERNATIVE FORMATS

This document is available in alternative formats (softcopy/online, hardcopy and large print) upon request, please contact us for assistance.



If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone the City of Kalgoorlie-Boulder on (08) 9021 9600. Our business hours are 8:00am to 5:00pm Monday to Friday.

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service www.relayservice.gov.au :

TTY users phone 133 677 then ask for 08 9021 9600 Speak and Listen users phone 1300 555 727 then ask for 08 9021 9600



DOCUMENT CONTROL		
Responsible department		
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