



**SHIRE OF MUNDARING**

**COMPLAINTS MANAGEMENT SYSTEM**

incorporating the

**CUSTOMER SERVICE CHARTER**



**Table of Contents**

<b>COMPLAINTS MANAGEMENT SYSTEM POLICY</b>	<b>6</b>
<b>How do I lodge a Complaint?</b>	<b>7</b>
<b>How do I make a Compliment?</b>	<b>8</b>
<b>Lodging a Complaint about the Shire</b>	<b>9</b>
<b>Lodging a Compliment about the Shire</b>	<b>10</b>
<b>Who will deal with my Complaint?</b>	<b>11</b>
<b>COMPLAINT RESOLUTION REPORT</b>	<b>12</b>



# **SHIRE OF MUNDARING CUSTOMER SERVICE CHARTER**

## **1. CEO Statement**

We know you value good customer service. Our aim is to give you the best service we can. This Customer Service Charter tells you what you can expect from us, what you need to know about your responsibilities and how to let us know if we are doing well or if we could do better. It also tells you about how we keep an eye on ourselves by measuring whether we are meeting our commitments to you.

We value your opinion and want to hear what you think about the quality of our service. We want to know about the things you like about us and if you have any suggestions about how and where we could do better. We also want to hear from you if you have a complaint, as your experience can help us to improve our service to you and to others.

## **2. Our values**

We have a strong commitment to showing that we value excellence in customer service, innovation, continuous improvement, integrity, respect and team spirit.

At all times we will endeavour to:

- Provide you with prompt, courteous, friendly and professional service;
- Treat you respectfully, as we ourselves would wish to be treated;
- Listen carefully and identify your needs;
- Respond to your reasonable individual needs and expectations;
- Accept responsibility for the timely processing of your business;
- Provide you with answers to enquiries or make arrangements for the enquiries to be addressed;
- Keep in contact with you so that you are informed of the progress of an issue;
- Fully explain decisions or Council's position on all issues raised, in our reply to you;
- View your feedback as an opportunity to improve our services, and
- Review the situation as circumstances change.



## Customer Service Charter

---

### 3. What you can expect from us

We will make it easy to use our services by:

- Making it as convenient as possible for you to contact us or do business with us;
- Making information available on the internet for general enquiries;
- Providing facilities where your personal privacy is assured;
- Providing an interpreter or different formats if you need them;
- Communicating with you professionally and in plain language which is easily understood;
- Acknowledging receipt of your correspondence or visit;
- Advising of what we are doing and why we are doing it;
- Treating your enquiry with timeliness, fairness and integrity; and
- Not discriminating against you if you make a complaint or feedback.


### 4. Getting back to you

At the Shire, staff are committed to getting back to your enquiry in a reasonable time frame. All staff aim to acknowledge your enquiry:

- via **telephone** within **1 working day**;
- via **email** within **3 working days**;
- via **fax** within **3 working days**;
- via **post** within **5 working days**.

### 5. How will we know whether we have met our commitments to you?

We will be asking you through regular surveys, focus groups, personal briefings, listening to your feedback and talking to resident and ratepayer associations, organisations and other government agencies to monitor how well we are doing. The results will be used to regularly update and improve the way we deliver services to you and will be published in the Annual Report.

 Please refer to our Community Participation and Consultation Guidelines on our website.

### 6. What you can do for us

To ensure our relationship is mutually beneficial you can help us by:

- promptly providing any information that we need to help you;
- ensuring your complaint is an actual complaint;
- meeting your commitments to us on time;
- advising us if you can't meet those commitments;
- treating our staff with courtesy and respect;



## Customer Service Charter

---

- advising us as soon as possible if you need to change any information or if you have new information;
- contacting us if you have not understood information we have provided;
- telling us if you want to give someone else permission to act on your behalf, and
- not making vexatious complaints.

### 7. Your privacy

We will try at all times to respect your privacy in relation to fair dealings with the Shire.

### 8. You can see documents we hold about you

The Western Australian Freedom of Information Act 1992 (FOI Act) gives you the right to apply for access to documents held by the Shire.

### 9. How to contact us

**Website:** [www.mundaring.wa.gov.au](http://www.mundaring.wa.gov.au)  
**Ph:** 08 9290 6666  
**Fax:** 08 9295 3288  
**Email:** [shire@mundaring.wa.gov.au](mailto:shire@mundaring.wa.gov.au)

#### National Relay Service

TTY/Voice 133677  
Speak and Listen (SSR) 1300 555 727  
**Post:** 7000 Great Eastern Hwy, Mundaring, WA 6073  
**Face to Face:** Administration Office –  
7000 Great Eastern Hwy, Mundaring

Offices are open between 8.30am – 4.30pm.

Cashier hours: 8.30am - 4.15pm.



# Shire of Mundaring POLICY

## COMPLAINTS MANAGEMENT SYSTEM POLICY

Policy Ref:	Corp 02	File Ref:	PE.REM/PPO
<b>Committee Rec:</b>	SLT 14.6.07	<b>Date:</b>	14 June 2007
<b>Adopted:</b>	Council	<b>Date:</b>	25 Sep 2007
<b>Amended by:</b>		<b>Date:</b>	
<b>Reviewed:</b>	Biennially	<b>Date:</b>	
<b>Policy</b>	Complaints	<b>Delegation Ref:</b>	Council 25/9/07
<b>Cross Ref:</b>	Management Procedures		
<b>Statute Ref:</b>	s5.50 Local Government Act 1995		
<b>Other Ref:</b>	Based on the Australian Standard for Customer Satisfaction – Guidelines for complaints handling in organizations (ISO: 10002:2004,MOD)		

**PURPOSE**

This Policy is designed to assist the Shire to record, respond to and manage complaints.

### POLICY

The Shire of Mundaring is committed to handling complaints in a way that is responsive, efficient, effective and fair.

The Chief Executive Officer is responsible for the operation of the system and the achievement of these objectives.

### OBJECTIVES

The objectives of this policy are to:

1. Ensure commitment to efficient and reasonable resolution of complaints.
2. Ensure the privacy and fair treatment of all parties.
3. Provide a framework for the recording and analysis of complaints to assist with continuous improvement of policies and work practices.
4. Develop an organisational culture that accepts complaints as an opportunity to improve service to the community.



### How do I lodge a Complaint?

**1. Where do I make a complaint?**

At first point of contact, it is best to direct your complaint to the section of the Shire which provided the service. If you are unsure which section of the Shire you need to speak to, please talk to a staff member at the front desk who will provide you with the right advice and refer you to the appropriate section.

**2. How do I make a complaint?**

Complete a form, *Lodging a Complaint About the Shire*, by downloading from the website or obtaining a hard copy from the Customer Service Front Desk. You can lodge the complaint by telephone, email, fax, post or in person.

**3. What happens if I have special needs?**

We can provide you with an interpreter to help you lodge your complaint, or alternative formats such as large print, or Braille can be provided free of charge.

**4. What information do I need to provide?**

You will need to indicate whether you wish to make a formal or informal complaint, how we can contact you, the service area involved and how you wish to remedy the situation. Refer to *Lodging a Complaint* form.

**5. What is the process for handling complaints?**

Refer to *Who will Deal with my Complaint?* form.

**6. How long should I expect to wait for each stage of the process?**

A receipt for your complaint lodgement form will be provided to you in no more than 5 working days. You will be kept informed along the way on how the resolution of your complaint is progressing. The complaint should be resolved in no more than 30 days.

**7. How can I get feedback on the status of my complaint?**

You can contact the Resolution Complaints Officer in the relevant service group to get a progress update.

**8. What are my options to resolve this complaint?**

Depending on the assessment of the complaint you can request a remedy which may include an apology, technical/financial assistance, refund, replacement, referral, compensation or changes to our policies, procedures, or practices.

**9. Not satisfied with the resolution of your complaint?**

If you think we haven't provided you with an adequate service or if you think your complaint was not handled satisfactorily you can contact external agencies. For these details please contact the Shire.



### **How do I make a Compliment?**

**1. How do I tell council and their staff they have done a good job?**

We would also like to hear what we are doing well, whether it be a staff member or type of service we are providing to you. Your compliment will be passed on to the relevant service area and/or staff member.

**2. Where do I make a compliment?**

At first point of contact, it is best to direct your compliment to the section of the Shire which provided the service. If you are unsure which section of the Shire you need to speak to, please talk to a staff member at the front desk who will provide you with the right advice and refer you to the appropriate service group.

**3. How do I make a compliment?**

Complete a form, *Lodging a Compliment About the Shire*, by downloading from the website or obtaining a hard copy from the Customer Service Front Desk. You can lodge the complaint by telephone, email, fax, post or in person.

**4. What happens if I have special needs?**

We can provide you with an interpreter to help you lodge your compliment, or alternative formats such as large print, or Braille, all free of charge.



## Lodging a Complaint about the Shire

**WRITTEN**

**VERBAL**

**1. Details of complainant**

Name/organisation: .....

Postal Address: .....

Postcode, Town .....

Phone (hm) .....

Phone (wk) or (mb) .....

Fax: .....

Email: .....

Details of person acting on behalf of complainant (if applicable)

.....

Person to be contacted (if different from above).....

**2. Service Description**

.....  
.....

**3. Problem Encountered** *(include date of occurrence)*

.....  
.....  
.....  
.....  
.....  
.....

**4. How would you like to resolve this issue?**

.....  
.....

5. **Date:** ..... **Signature**.....

**6. Enclosure** – list of enclosed documents

.....  
.....



## Lodging a Compliment about the Shire

### 1. Details of person giving compliment

Name/organisation: .....

Address: .....

Postcode:, Town .....

Phone (hm) .....

Phone (wk) or (mb) .....

Fax: .....

Email: .....

Details of person acting on behalf of person giving compliment (if applicable)

.....

Person to be contacted (if different from above).....

### 2. Service Description

.....

.....

### 3. Compliment about service or staff member

.....

.....

.....

.....

.....

.....

.....

.....

5. **Date:** ..... **Signature**.....

6. **Enclosure** – list of enclosed documents

.....

.....



## **Who will deal with my Complaint?**

If you have a complaint that is not a request for service, please share it with us. We might be able to do something to help. It may even help us to improve our policies, procedures, practices and services.

The Shire's adopted procedure for complaint handling is as follows:-

1. The staff member taking the initial complaint will, with the assistance of their Service Manager if required, endeavour to resolve the complaint.
2. If the staff member and/or their Service Manager are unable to resolve the complaint then it shall be referred to a Resolution Complaints Officer.

We have four Resolution Complaints Officers: they are the Executive Managers of each Service Group.

3. If the complaint is outside the governance of the Shire, the Resolution Complaints Officer will refer you to lodge your complaint with the appropriate authority.
4. If the complaint is within the governance of the Shire and is unable to be resolved satisfactorily by the Resolution Complaints Officer, then it will be referred to the Chief Executive Officer.
5. If the complaint is still unresolved, the Chief Executive Officer will advise you of your right to take your concerns to the Ombudsman or another statutory authority or alternatively, to have the complaint considered by Council if considered appropriate by the Chief Executive Officer.

### ***Do you want more information?***

For a detailed copy of our complaints policy and other information about making a complaint, ask for a copy of our forms titled -  
'How do I lodge a Complaint?', 'How do I make a Compliment?', 'Lodging a Complaint About the Shire' and 'Lodging a Compliment About the Shire'.



## COMPLAINT RESOLUTION REPORT

<b>A. COMPLAINANT DETAILS</b>		<i>Refer to Lodging a Complaint Form</i>	
1. Informal complaint <input type="checkbox"/>		Formal Complaint <input type="checkbox"/>	
2. Name:			
3. Address:			
4. Ph: (hm)		Ph: (wk) or (mb)	
5. Email:			
6. Was an interpreter used?		7. Any Special Circumstances e.g vision impaired?	
Yes	No	Yes	No
8. Complaint against Service Area	9. Name of Service Area	10. Complaint against individual	11. Name of Individual
12. Summary of complaint (What happened? Who was involved? When and where did it happen?)			
13. Contact details for any WITNESSES:			
Signature of Complainant _____ Date _____			
14. Complaint Medium: Phone/Letter/Email/Fax/ In person			
15. Resolution requested by complainant:			
16. Action taken:			
17. Outcome:			
<b>B. Receiving Officer</b>			
Name:	Title	Service Area:	
Signature:		Date:	
Date Acknowledgement receipt sent (within 5 days):			
Date/s complainant advised of progress (if applicable):			
Date complainant finalised (within 30 days):			