

# Complaints Procedure



## Customer Guide

Shire of Mundaring is committed to providing quality services that reflect the needs of our customers.

We value complaints and use information from them to help us improve our services.

If something goes wrong or you are dissatisfied with our services, please tell us. This document describes our complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.

You can get in touch with us through a variety of methods as described in this document.

### What is a complaint?

We regard a complaint as any expression of dissatisfaction or concern about our action, our lack of action, the standard of service provided by us or on our behalf, the performance, behaviour and conduct of our employees or about our complaints handling process itself.

### What can I complain about?

You can complain about things such as:

- Delays in responding to your enquiries or requests
- Our failure to provide a service or information
- Our standard of service
- Competence or conduct of our employees
- Errors of judgement or misinterpretation of information
- Decisions considered as unfair, unreasonable or lacking in merit
- Our failure to follow proper procedure
- Poor administrative processes etc.

Your complaint may involve more than one Shire service or be about someone working on our behalf.

## Who can complain?

Any member of the public can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on “Getting help to make your complaint”.

## How do I complain?

You can complain in any of the following ways:

Call	9290 6666
Visit	Any of our customer service centres, libraries, leisure centres, visitors centre and complete a Customer Feedback Form
Email	shire@mundaring.wa.gov.au
Internet	Visit our website: <a href="http://www.mundaring.wa.gov.au">www.mundaring.wa.gov.au</a> and complete the online Customer Feedback Form
Mail	Write to us: Chief Executive Officer Shire of Mundaring 7000 Great Eastern Highway Mundaring WA 6073

When making a complaint, please tell us:

- Your full name, address, phone number and/or email address
- What has gone wrong, in as much detail as possible
- What you would like us to do about the matter.

To assist you, an optional Complaint Form is included with this Guide.

## What happens once I have lodged a complaint?

If the complaint can be resolved immediately and we receive a clear indication that you are satisfied and do not wish to take the matter any further, the complaint will be closed.

If we can't resolve your complaint immediately, we will:

- acknowledge receipt of your complaint within three working days;
- where appropriate, discuss your complaint with you and keep you informed of progress along the way;
- aim to give a full response to your complaint in 20 working days or less.

If our investigation of your complaint takes longer than 20 working days, we will tell you. We will agree a revised timeline with you and keep you updated on progress.

### **What if I'm still dissatisfied?**

If, after we have fully investigated your complaint, you are dissatisfied with our decision or the way we dealt with your complaint, you can ask the Ombudsman Western Australia to further investigate.

You can contact the Ombudsman by any of these means:

In person	Level 2, Albert Facey House 469 Wellington Street Perth WA 6000
Call	9220 7555 Freecall (outside metropolitan area): 1800 117 000
Email	mail@ombudsman.wa.gov.au
Internet	www.ombudsman.wa.gov.au
Mail	PO Box Z5386 St Georges Terrace Perth WA 6831

### **Getting help to make your complaint**

We understand that you may be unable or reluctant to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, a relative or an advocate, as long as you have given them your written consent to complain on your behalf.

### **Equal opportunity**

Shire of Mundaring is committed to ensuring that no one is discriminated against on grounds of age, disability, gender, pregnancy and maternity, race, religion or belief,

sexual orientation or for any other reason. If you think you have been treated less favourably, please make this clear in your complaint.

We are committed to making our service easy to use for all members of the community. In line with our statutory duties, we will always ensure that reasonable adjustments are made to help customers access and use our services.

If you have trouble putting your complaint in writing or want this information in another language or format, such as large font or braille, contact our Access Advisor on 9290 6718.

# COMPLAINT FORM



A complaint should only be lodged if you have been unable to resolve your issue or concern informally. Complainants may be contacted and asked to provide additional information to support their complaint.

Please attach any documentation that supports your complaint.

## YOUR CONTACT DETAILS

Name:

Residential address:

Postcode:

Postal address:

Postcode:

Telephone:

Mobile:

Email:

Preferred contact method:  Telephone  Mobile  Letter  Email

## COMPLAINT DETAILS

Have you lodged a complaint about this issue before?

Yes

No

If yes, when?

Have you lodged your complaint with another agency?

Yes

No

If yes, to whom?

When did it happen?

Where did it happen?

Who was involved?

What happened (details of your complaint – if insufficient space, attach extra pages):

What would you like to happen to resolve your complaint?

### ACKNOWLEDGEMENT

All the information provided above is true and correct to the best of my knowledge.

Your signature:

Date:

### Privacy notice

We will only use the information collected on this form to resolve your complaint and access will only be provided to authorised employees of Shire of Mundaring.