

# CUSTOMER COMPLAINT FORM

The City of Kalgoorlie-Boulder is committed to providing the community with a range of quality services and facilities, along with professional and efficient customer service.

If you have had a poor experience, or believe we could do things better, please let us know by completing this form and returning it to the City of Kalgoorlie-Boulder. Your feedback helps us to improve our services.

## Complaints procedure

If you would like to lodge a complaint, please follow the steps below:

1. Lodge your complaint with the City.
  - a. You can do this by completing this form, emailing the City, phoning or visiting one of the Customer Service Centres.
  - b. Please make sure you provide as many details as possible in your complaint.
  - c. The City will attempt to resolve your issue within 7 days, but will keep you updated on the progress along the way and if it will take longer.
  - d. Sewerage complaints should be resolved before the end of the period of 15 days, starting on the day the complaint was received.
2. If you aren't satisfied with the final response from the City you can take your complaint to the Ombudsman.
  - a. Please make sure you have lodged your complaint, and have been provided with a response from the City before you contact the Ombudsman.
  - b. The agency for Local Government issues is the Ombudsman Western Australia.
  - c. The agency for water services issues is the Energy and Water Ombudsman for WA.
3. The City of Kalgoorlie-Boulder's Complaints Handling Policy can be found at [www.ckb.wa.gov.au/policies](http://www.ckb.wa.gov.au/policies).
4. The complaints handling process is free of charge.

## Report an issue with Snap Send Solve

Snap Send Solve is a free app that allows you to report issues to the City of Kalgoorlie-Boulder. You can use the app to send a photo of an issue or incident and choose from a range of options. These are sent to the City as a service request through our email system and are then processed like any other request.

Download the free app from Google Play or the App Store and give it a try!

## Customer Complaint Form

Complaint form submission date:	
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Contact name:	
Contact address:	
Phone number:	
Email address:	

<b>Please provide details of the incident, issue or complaint</b>	
Date:	
Time:	
Location:	
Who was involved? Include both City staff members and members of the community:	
Please provide full details of the incident:	

### You can return this form by:

Saving a copy for yourself and then selecting the submit button which will send the form to [mailbag@ckb.wa.gov.au](mailto:mailbag@ckb.wa.gov.au)

Alternatively, phone: (08) 9021 9600, post to PO Box 2042, Boulder, WA 6432 or visit in person at the  
Customer Service Centre: Shop 8-10 Market Arcade, Hannan Street  
Administration Building: 577 Hannan Street

**Submit**