

POLICY: EXEC-OD-001

COMPLAINTS HANDLING

PURPOSE

1.1 The policy sets the guidelines with regard to handling customer complaints ensuring that the City of Kalgoorlie-Boulder:-

- Recognises, promotes and protects the customer's right to comment on their dealings with the City of Kalgoorlie-Boulder;
- 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 of Kalgoorlie-Boulder's image and reputation, particularly its reputation for customer service.
- 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;

DEFINITIONS

1.2 A complaint is 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.

1.3 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

STATEMENT

3.1 Commitment

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

3.2 Recording Customer Complaints

- 3.2.1 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 CORE, the City's Information Management System
- 3.2.2_ Customer complaints received by telephone or face to face must be recorded in CORE by the officer receiving the complaint using the Customer Complaint Form.
- 3.2.3 If a customer complaint is received through the City's various social media sites a screen print of the message will be recorded.
- 3.2.4 Where complaints have been received anonymously the City is unable to provide a response to the customer however the complaint is still investigated

3.3 Processing complaints

- 3.3.1 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.
- 3.3.3 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

3.3.4 The Customer Service Coordinator will contact the customer with a response which has been agreed with the manager/s 3.3.5 If the complaint remains unresolved at this point, the case will be referred to the Manager of Organisational Development and Governance (MODG) for consideration and response and in certain cases referred to the CEO for consideration

3.3.6 Any complaints of a serious nature involving inappropriate behaviour of staff (rudeness, discrimination or harassment) will be referred to the Manager of Organisational Development and Governance

3.4 Empowering Staff

3.4.1 All staff will have access to the complaint handling procedure and policy and be made aware of it.

3.4.2 All staff will be made aware of updates to the procedure and policy.

3.4.3 New staff will receive a copy of the procedure and policy as part of the induction process.

3.4.4 Staff will receive training in aspects of customer service relevant to this policy.

3.5 Monitoring Customer Complaints

The Customer Service Coordinator is responsible for:

3.5.1 Monitoring all Customer Complaints and ensuring that they are investigated and resolved in accordance with appropriate procedures.

3.5.2 Compiling a quarterly Customer Complaints Report to Executive Group Administration to provide an overview of; the types of complaint, numbers received by each Directorate, times taken to resolve complaints.

RELEVANT DOCUMENTS

– Customer Complaint Form