



# COMPLAINTS HANDLING POLICY

## PURPOSE

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

## SCOPE

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

## DEFINITIONS

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**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.

## POLICY STATEMENT

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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 officers are able to respond to any complaint and is not subject to unfair, unfounded or inappropriate allegations.

## POLICY DETAILS

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### 1. Customer Service Charter

The City's Customer Service Charter (available online, from the administration building and other facilities) sets out the City's commitments to customer service, complaint handling and the ways in which feedback can be provided to the City.



## 2. 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](mailto: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.

## 3. Complaints about CEO

Complaints about the CEO should be handled in accordance with the Elected Member's Handbook for a Respectful Workplace, which includes policies and procedures applicable to complaints or grievances about the CEO.

## WATER SERVICES COMPLAINTS

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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 \(Customer Service Standards\) 2024](#).

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

## RELEVANT DOCUMENTS

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Customer Enquiry Form

Complaint Handling Procedure

Customer Service Charter

[Water Services Customer Complaints Form](#)

Elected Member's Handbook for a Respectful Workplace

[Water Services Customer Service Charter](#)



## 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](http://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				
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2	15.2.4	15 December 2025	October 2025	October 2027