



Council Policy Manual

CP5.1 Service Complaint Policy

POLICY OBJECTIVE

The objectives of the Service Complaint Policy are to:

1. Resolve service complaints.
2. Obtain feedback to identify services that need improvement.
3. Create an additional opportunity to provide service to the satisfaction of the customer.

POLICY STATEMENT

The City is committed to the efficient and fair resolution of service complaints and the provision of quality customer service.

A service request is defined as a customer demand, however made, for a service to be provided or an action to be undertaken by the City.

A service complaint is defined as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the City, affecting any customer.

Service complaints will be recorded and reported on for monitoring and improvement purposes. The customer should be informed of the length of time required to respond to the complaint when possible.

Staff will attempt to resolve service complaints initially or otherwise refer the matter to the appropriate level of authority.

Customers may contact Elected Members at any time regarding service complaints, but the customer should be encouraged to use the City's Service Complaint procedure. Alternatively, Elected Members may refer service complaints to a Director in accordance with the City's Protocol and Procedures Manual for Elected Members.

The customer or the CEO may refer a service complaint to the City of Perth Ombudsman at any time.



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Document Control Box							
Document Responsibilities:							
Custodian:	Community and Commercial Services			Custodian Unit:	Customer Service		
Decision Maker:							
Compliance Requirements:							
Legislation:							
Industry:							
Organisational:							
Document Management:							
Risk Rating:		Review Frequency:		Next Due:		TRIM Ref:	P1017347
Version #	Decision Reference:			Synopsis:			
1.	OSM - 27/01/04 (58/04)			Previous Policy No. CS36			
2.							
3.							