



Council Policy

Service Complaint Policy

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Maintained By: Executive Director Corporate and Community Services
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Objective

The City of Albany welcomes service complaints as a form of feedback that will ultimately identify service improvement opportunities.

The City acknowledges that a majority of service complaints are not reported due to customer perceptions that the process of complaining will cause more inconvenience than the actual complaint itself.

In an effort to simplify the complaints handling process and capture as many service complaints as possible, the City has developed this Service Complaint Policy. This document outlines the definition of a service complaint, eligibility and the service complaint handling process.

Scope

Service complaints regarding an administrative process that leads to a decision made either by Council, or under delegated authority, must be made within 90 days of the actual decision.

Service complaints cannot be made where another avenue of appeal already exists e.g. State Administrative Tribunal

Only directly involved parties can lodge a service complaint.

Policy Statement

Objectives

- To encourage customer feedback that will provide opportunities for system and process improvement.
- To provide equitable redress to our clients for poor service and processes.
- To actively resolve service complaints.

Definition

A service complaint is a grievance against a process or the quality of service that a customer receives when dealing with the City.

Eligibility

Only directly involved parties can lodge a service complaint.

Service complaints regarding an administrative process that leads to a decision made either by Council, or under delegated authority, must be made within 90 days of the actual decision.

Service complaints cannot be made where another avenue of appeal already exists e.g. State Administrative Tribunal.

Applications

Service complaints can be registered with the City via telephone, e-mail, in writing or by completing a service complaint form available at the City's North Road Administration Office.

Procedure

Service complaints that cannot be resolved by the Chief Executive Officer /Executive Director of the relevant team, will be dealt with by the City's Internal Review Committee.

Internal Review Committee:

The internal review committee will consist of the Chief Executive Officer, Manager Customer Services and three Elected Members.

When a complaint is made against the General Management Services Team, the Executive Director Corporate and Community Services will replace the Chief Executive Officer on the Internal Review Committee.

Advice to Council

A monthly status report of outstanding service complaints will be provided to Council.

Council Approval

Any recommendations made by the Internal Review Committee are subject to final Council approval prior to implementation.

Legislative and Strategic Context

This Policy directly relates to the following elements from the City of Albany 3D Corporate Plan...

“Community Vision:

Excellent community infrastructure and services.

Mission Statement:

The City of Albany is committed to delivering excellent community services.”

Review Position and Date

Manager Customer Service to review on or before 30/6/2008

Associated Documents

- City of Albany Complaints Procedure

CEO Authorisation: _____

Date: ___/___/_____