

## City Policy & Procedure: Customer Service Commitment and Complaints Resolution

### 1. Policy Statement

This document summarises our service commitment to customers and details how we address customer complaints.

### 2. Objective

- To encourage customer feedback that will provide opportunities for improvement.
- To provide equitable redress to our customers for perceived breaches to our commitments.
- To actively resolve and learn from service complaints.

### 3. Scope

This policy applies to all City of Albany officers and provides City customers with the opportunity to have a service complaint dealt with in an appropriate and transparent manner. The complaints resolution procedure deals only with our interaction with the customer. Any staff issues arising will be dealt with in accordance with our HR policies and procedures.

### 4. Review

This policy to be reviewed by the document owner every 2 years.

### 5. Definitions

**Customer** – A person who directly accesses City of Albany goods, services or advice. A complaint can only be lodged by the party/parties directly affected by the complaint.

**Customer Complaint** – A complaint, made either verbally *or in writing*, where the customer feels the City has breached our Customer Service Commitment, and/or failed to meet a commitment made to them and would like the matter investigated.

This does not include initial complaints about the condition of assets which are to be processed as normal customer service requests, but may include instances where a request has been previously lodged and we have not responded within 10 working days.

#### City of Albany

## 6. Customer Service Charter-Our Commitment to Customers and Colleagues

At the City of Albany we are proud of our community and our people and will demonstrate this with the quality of customer service we provide both internally and externally. This means we will:

- Treat you in a courteous, professional and respectful manner at all times;
- Listen to you to understand what you are asking for, and endeavour to find the best person to help;
- Answer phone calls promptly and respond to queries within one working day wherever possible;
- Acknowledge correspondence and service requests promptly and respond within 10 working days with either a resolution or a time frame for resolution;
- Explain why, when we can't approve or support what you have requested; and
- Provide a simple and transparent complaints process you can use where you feel we have failed to meet this commitment.

Please be aware that bad language and/or abuse towards City officers will never be tolerated.

## 7. Responsibilities

- (1) The **Team Leader & Council Liaison Officer** under the direction of the **Executive Director Corporate Services** is responsible for the co-ordination of the complaints policy and procedure reporting, including the analysis of data.
- (2) The **Manager Governance & Risk** is responsible for overseeing the process of monitoring and reporting the progress of the complaint and any responses made.
- (3) **Executive Directors** are responsible for the investigation of complaints directly related to their areas of operation. If the complaint relates directly to an ED this responsibility will transfer to the CEO.

## 8. Complaints Resolution Procedure

Process Step	Who	Required Outcome	Evidence
1. Received, logged & allocated	Delegated Receiving Officer	Basis for the complaint documented and entered into the City's " <b>Synergy Customer Service Request</b> " tracking module and referenced to the relevant ED.	<b>Email, Letter or Customer Complaint Form</b>
2. Investigated and actioned	Nominated Executive Director(s)	Acknowledgement Letter sent to complainant as quickly as possible and always within 10 working days including a reference number and expected timeline for investigation. All actions taken and correspondence recorded in Synergy with options to resolve negotiated. Complaint closed if Customer agrees that the complaint is resolved. (refer step 4) If not, complaint escalated to EMT.	<b>Acknowledgement Letter and supporting Synergy records</b>
3. Assessed	Executive Management Team (EMT)	Review of the evidence, investigation and any actions taken with further action agreed and followed through until CEO is satisfied the complaint can be closed and/or taken no further.	<b>Investigation report and supporting Synergy records</b>
4. Closed	Relevant EMT member	Close out letter provided to the Customer summarising the initial complaint investigation process and actions taken as a result.	<b>Close Out Letter</b>
5. Reported	Executive Director Corporate Services	Summary of complaint trends and resulting actions presented at EMT and reported to the Corporate Services and Finance Committee.	<b>Committee Meeting Minutes</b>
6. Improved	Facilitator Strategy & Improvement	Feedback from EMT and complaint trends used to consider opportunities for process improvement.	<b>Working Group Minutes</b>

<b>Document Approval</b>			
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Manager Governance & Risk		Executive Director Corporate Services	
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1.1	Manager Governance & Risk	Amended: Change of Responsible Officers: <ul style="list-style-type: none"> <li>Information Manager replaced by Manager Governance &amp; Risk and Council Liaison &amp; Research Officer</li> <li>Title amended from Deputy CEO to Executive Director Corporate Services.</li> </ul>	23/07/2015
1.2	Manager Governance & Risk	Amended: Synergy Reference: NP097721_5 <ul style="list-style-type: none"> <li>Change of Responsible Officer title: Team Leader Records &amp; Councillor Liaison.</li> <li><b>Highlighted Term “Synergy Customer Service Request”</b> tracking module.</li> </ul>	6/10/2016
2.0	Manager Governance & Risk	Reviewed by Document Owner.	8/5/2017