
2.13 Customer Service Commitment and Complaints Resolution Policy

Policy Owner	Executive Director Corporate & Commercial Services
Responsible Officer	Manager Governance & Risk
Date of Approval	01/07/2014
Amended/Revised	6/11/2024

Objective

- Encourage customer feedback to provide opportunities for improvement.
- Provide equitable redress to customers for perceived breaches of our commitments.
- Actively resolve and learn from service complaints.

Scope

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

Policy Statement

Customer Service Charter - Our Commitment to Customers and Colleagues

At the City of Albany, we are proud of our community and our people, and we demonstrate this through 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 understand your needs and 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, responding within 10 working days with either a resolution or a timeframe for resolution.
- Explain why we cannot approve or support your request when applicable.
- Provide a simple and transparent complaints process for when you feel we have not met our commitment.

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

Responsibilities

- The Governance & Risk Team, under the direction of the **Executive Director Corporate & Commercial Services**, is responsible for coordinating the complaints policy and procedure reporting, including data analysis.
- The **Manager Governance & Risk** oversees the process of monitoring and reporting the progress of complaints, and any responses made.
- Executive Directors are responsible for investigating complaints directly related to their areas of operation. If a complaint relates directly to an Executive Director, this responsibility will transfer to the CEO.

Review Position and Date

This policy will be reviewed by the document owner every two years.

Associated Documents

- Internal Review Policy & Procedure

Definitions

- **Customer:** A person who directly accesses the 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.

2.13 Customer Service Commitment and Complaints Resolution Procedure

Process Step	Who	Required Outcome	Evidence
1. Received, logged & allocated	Designated Receiving Officer	The basis for the complaint was documented and entered into the City's " Customer Service Request " tracking module and reference to the relevant ED.	Email, Letter or Customer Complain Form
2. Investigate and action	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 the Customer Services and/or Central Records with options to resolve negotiated. Complaint closed if Customer agrees that the complaint is resolved. (refer step 4) If not, the complaint escalated to EMT.	Acknowledgement Letter and supporting Synergy records
3. Assessed	Executive Management Team	Review of the evidence, investigation and any action taken with further action agreed and followed through until the CEO is satisfied the complaint can be closed and/or taken no further.	Investigation report and supporting Synergy records
4. Closed	Relevant EMT member	Closed-out letter was provided to the Customer summarising the initial complaint investigation process and action taken as a result.	Closed Out Letter
5. Reported	Executive Director Corporate & Commercial Services	Summary of Complaint trends and resulting actions presented at EMT and reported to the designated Council Committee.	Council Committee Meeting Minutes
6. Improved	Designated Officer responsible for Facilitator Strategy & Improvement	Feedback from EMT and complaint trends used to consider opportunities for process improvement.	Working Group Minutes