

## Policy Type

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Council

## Policy Purpose

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The purpose of this policy is to provide a framework to guide the City of Cockburn in its management and handling of compliments, feedback and complaints.

The City of Cockburn is committed to managing compliments, feedback and complaints in a consistent and unbiased manner that complies with the Australian Standard Guidelines and the Ombudsman Western Australia Guidelines thereby ensuring an open and responsive complaints handling process.

## Policy Statement

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- (1) The City of Cockburn will manage any feedback in accordance with its Customer Service Charter as adopted by the Chief Executive Officer.
- (2) Feedback including complaints should be directed to the City's Administration via the Customer Request System.
- (3) Feedback received via market research or from unsolicited sources, either positive or negative, will be provided to the relevant service unit to use as an opportunity to review and improve its services.
- (4) The City will provide a complaint system that is:
  1. user friendly, fair and unbiased;
  2. easily accessible to people with disability and people from cultural and linguistically diverse backgrounds;
  3. able to provide a platform that enables the public to:
    - i. be heard and understood
    - ii. be respected
    - iii. expect an explanation, apology or action to be taken as soon as possible.
- (5) The City will ensure that the customer is kept aware of the progress of a complaint throughout the process;
- (6) The City will have a procedure for reviewing complaints if a customer is not satisfied with the way the City handled their initial complaint. If complainants have exhausted the review process at the City, they may request an external

review through the Department of Local Government and/or the State Ombudsman;

- (7) The City recognises that the reasonable right to freedom of expression includes the right of complainants to express dissatisfaction with the City or its decisions/conduct/services/products or policy. However, should complainants become rude or abusive communication with the City may be formally terminated. Should there be threatening or abusive behaviour that poses an Occupational Health and Safety risk the matter will be referred to the Police where appropriate.
- (8) The City has an obligation to responsibly manage its resources on behalf of its ratepayers. The substance of a complaint will dictate the resources allocated by the City, in its management. People may be deemed an unreasonable complainant or a restriction of service may be applied to them should circumstances be considered warranted.
- (9) Complaints about Elected Members:  
  
Complaints regarding Elected Members are also covered by an Elected Members' Code of Conduct available on the City's website and the Local Government (Model Code of Conduct) Regulations 2021. The complaint must be made on the relevant Form, available from the City's website or Governance Business Unit at the City.
- (10) Complaints about employees:  
  
Complaints about employees must initially be directed to the Chief Executive Officer (CEO) for attention.

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