



Customer Compliments & Complaints

Policy & Procedures

Important

This document contains important information about Rockdale City Council. If you do not understand, please visit Council's Customer Service Centre at 2 Bryant Street Rockdale, Monday – Friday from 8.30am – 4.30pm. Council Staff will be happy to arrange interpreter services for you.

You may also contact Telephone Interpreter Services on 131 450 and ask them to ring Rockdale City Council on 9562 1666 on your behalf.

Arabic

هام:

تحتوي هذه الوثيقة على معلومات هامة عن بلدية روكدايل. إذا لم تكن قادراً على فهمها، يرجى زيارة مركز خدمة زبائن البلدية على العنوان التالي: 2 Bryant Street في روكدايل من الإثنين إلى الجمعة بين الساعة ٨،٣٠ صباحاً و ٤،٣٠ مساءً، حيث سيقوم موظفو البلدية بتأمين مترجم لك بكل سرور.

كما يمكنك الاتصال بخدمة الترجمة الهاتفية على الرقم 131 450 والطلب منهم الاتصال ببلدية روكدايل على الرقم 9562 1666 نيابةً عنك.

Italian

Importante:

Questo documento contiene importanti informazioni sul Comune di Rockdale City. Se avete difficoltà a comprenderne il contenuto, recatevi presso il Customer Service Centre del Comune a 2 Bryant Street, Rockdale dal lunedì al venerdì dalle ore 8.30 alle 16.30. Il personale del Comune sarà ben lieto di procurarvi un servizio interpreti.

Potete anche chiamare il Servizio telefonico interpreti (TIS) al numero 131 450 chiedendo che telefoni per vostro conto al Comune di Rockdale City al numero 9562 1666.

Chinese

重要消息

本文件載有關於 Rockdale 市政府的重要資訊，如果您有不明之處，請於星期一至星期五，上午 8 時 30 分至下午 4 時 30 分，前來位於 2 Bryant Street, Rockdale，市政府的顧客服務中心。市政府的職員會很樂意為您安排傳譯員的服務。

您也可以聯絡電話傳譯服務處，電話 131 450，並請他們代您致電 9562 1666 給 Rockdale 市政府。

Macedonian

Важно:

Ова документ содржи важни информации за Rockdale City Council (Градската општина на Rockdale). Ако не го разбирате, ве молиме, посетете го општинскиот Customer Service Centre (Центар за услуги на клиенти), кој се наоѓа на 2 Bryant Street, Rockdale, од понеделник до петок, од 8.30 наутро до 4.30 попладне. Вработените во општината со задоволство ќе ви организираат да користите преведувач.

Исто така, можете да телефонирате во Telephone Interpreter Services (Служба за преведување по телефон) на 131 450, и да ги замолите во ваше име да се јават во Градската општина на Rockdale на 9562 1666.

Greek

Σημαντικό:

Αυτό το έγγραφο περιέχει σημαντικές πληροφορίες για τη Δημαρχία Rockdale City Council. Αν δεν τις καταλαβαίνετε, παρακαλείσθε να επισκεφτείτε το Κέντρο Εξυπηρέτησης Πελατών [Customer Service Centre] του Δήμου στο 2 Bryant Street, Rockdale, Δευτέρα - Παρασκευή από 8.30πμ - 4.30μμ. Το Προσωπικό του Δήμου θα χαρεί να κανονίσει υπηρεσίες διερμηνέων για σας.

Μπορείτε επίσης να επικοινωνήσετε με τις Τηλεφωνικές Υπηρεσίες Διερμηνέων [Telephone Interpreter Services] στο 131 450 και να τους ζητήσετε να τηλεφωνήσουν στο Rockdale City Council στο 9562 1666 για λογαριασμό σας.

Spanish

Importante:

Este documento contiene información importante sobre el Rockdale City Council (Municipio de Rockdale). Si no la entiende, le rogamos concurrir al Centro de Servicio al Cliente del Municipio, ubicado en 2 Bryant Street, Rockdale, atención de lunes a Viernes, de 8:30 am a 4:30 pm. El personal del municipio se complacerá en obtener los servicios de un intérprete para usted.

Puede asimismo llamar al Servicio Telefónico de Intérpretes al 131 450 y pedirles que llamen de su parte al Rockdale City Council, teléfono 9562 1666.

Caring for the Environment

— In the interest of protecting and preserving our environment, Rockdale City Council uses Nordset paper for all of its pre-printed paper requirements.

Nordset has been awarded the Nordic Swan label for environmentally friendly pulp and paper manufacturing. It is manufactured with fibre obtained from sustainable plantation forest, it is oxygen bleached, Totally Chlorine Free (TCF), dioxin and acid free. Nordset can be recycled and is biodegradable.

Contents

1 Introduction	2
2 Policy objectives	3
3 Policy commitment	3
4 Compliments & general comments / suggestions	4
5 Definition of a complaint	4
6 A three-tiered approach	5
7 Complaints about corruption, serious or substantial waste, pecuniary interests, competitive neutrality or criminal activity	6
8 How you can lodge a complaint about Council's services	7
9 Time limits & priorities	8
10 Remedies	9
11 Confidentiality	10
12 Safeguards against victimisation & retribution	10
13 Monitoring & reporting on trends	10
14 Communicating this policy	10
15 Training & resources	11
16 Other relevant Council policies	11
17 Comments welcome	11
Appendix 1 - Definitions	12
Appendix 2 - Contact list	14
Appendix 3 - Compliments and Complaints - A guide for customers	

I Introduction

Rockdale City Council is committed to delivering quality customer services and to communicating effectively with our customers and the local community. Council values customer feedback because it helps us to continuously evaluate and improve our services.

This policy is one of a range of initiatives that Council is implementing as part of its *Customer Service and Communication Strategy*. The goal of this Strategy is to deliver high quality customer services that are: appropriate given the diversity of our customers and the community; represent value for money; and meet community needs now and into the future.

Customer and community satisfaction are the key measures by which we will assess whether we have achieved this goal.

In the *Customer Service and Communication Strategy* Council has adopted the following customer satisfaction formula from the NSW Ombudsman's *Effective Complaint Handling Guidelines* (2000).

$$\begin{array}{l} \textit{Doing the right job the} \\ \textit{first time} \end{array} + \begin{array}{l} \textit{Effective customer} \\ \textit{contact and complaint} \\ \textit{handling} \end{array} = \begin{array}{l} \textit{Increased customer} \\ \textit{satisfaction and support} \end{array}$$

This policy describes an organised system for responding to compliments and complaints and is based on or informed by the NSW Department of Local Government's *Complaints Management In Councils Practice Note 9* (1994), the *Australian Standards for Complaints Handling* (AS 4269-1995) and the NSW Ombudsman's *Effective Complaint Handling Guidelines* for public sector agencies.

This policy also applies to complaints about services or products provided to internal customers. It does not, however, replace Council's Internal Grievance Procedures.

2 Policy objectives

This policy aims to:

- recognise, promote and protect the rights of our customers and citizens including the right to comment or complain
- provide an efficient, fair and accessible mechanism for resolving customer complaints
- provide a mechanism for customers to provide compliments and other feedback so that excellent customer service is recognised and rewarded
- inform our customers and citizens about the process used to handle complaints about Council's services and products
- ensure that complaints are monitored in a systematic way so that corrective action is taken, where appropriate, to ensure that unsatisfactory service is not repeated
- increase the level of customer satisfaction with Council's services and products which in turn will lead to increased staff job satisfaction.

3 Policy commitment

Council has adopted a number of *Guarantees of Service* that describe the service standards that we aim to deliver to our customers. While we strive to achieve these standards we acknowledge that sometimes we fall short. On these occasions we encourage feedback from our customers and citizens because complaints give us an opportunity to identify areas of service that need improvement, to respond to individual dissatisfaction and to strengthen the relationship between Council and the local community.

In Council's *Guarantee of Service for Complaint Handling and Reviewing of Decisions* we guarantee to:

- accept any criticism graciously, believing that there is always room for improvement
- deal with complaints in accordance with this Complaints Handling Policy and Procedures
- widely publicise the existence of our complaint handling system
- encourage members of the public dissatisfied with Council's conduct to lodge complaints and to facilitate such action by making complaint and feedback forms freely available in the Customer Service Centre and in Council's libraries
- ensure that complainants who are dissatisfied with the outcome of their complaint are offered a review by a more senior officer
- advise complainants of their right to complain to external bodies if they are dissatisfied with the way that their complaint has been handled internally
- regularly report publicly on the outcome of complaints, using this information to identify and rectify deficiencies in Council services.

Copies of Council's other *Guarantees of Service* are available in Council's Customer Service Centre or Libraries and on our website at www.rockdale.nsw.gov.au

4 Compliments & general comments / suggestions

Of course, Council also values positive feedback and compliments because they show us where we are doing things right - and what we need to do more of and/or continue to do.

While this policy primarily deals with complaints, compliments and general comments are welcome and can be provided on the same *Customer Compliments and Complaints brochure*, at the back of this document.

Positive feedback will be used to promote best practices across Council and we will recognise staff who consistently demonstrate excellent customer service.

5 Definition of a complaint

For the purpose of this policy a complaint is any expression of dissatisfaction with:

- Council's procedures, charges, employees, agents, quality of service or products sold or provided
- a decision taken by an officer in implementing Council's Policy
- Council's decision making process.

The following are **not** considered complaints under this policy:

- a request for works or services - unless it is a second request where there has been no response to the first request or where, in the view of the customer the response was unsatisfactory
- a complaint about a neighbour or about an event, service or business for which Council is not responsible
- a request for information or an explanation of policies or procedures
- disagreement with Council's policy or a lawfully made decision
- the lodging of an appeal or objection in accordance with a standard procedure or policy, for example a complaint about an approved development or draft policy or plan - unless this is recorded as a complaint about Council's decision making process.

Other definitions which may assist in understanding this policy and procedure are provided in Appendix I.

Explanations of some of the terms used in this document can also be found in Appendix I.

6 A three-tiered approach

Council has adopted a three tiered approach to handling complaints. This approach aims to have the complaint resolved as quickly as possible by the person who provided the service or who dealt with the issue. The following describes the three tiers and section 8 describes how to lodge a complaint.

Tier	Responsibility
1st - Frontline Complaints Handling	
Complainants are encouraged to provide feedback and/or to lodge their complaint with the officer who provided the service or who dealt with the issue as this is more likely to result in a speedy resolution to the complaint.	All staff
2nd - Internal Senior Officer Review	
If the complainant remains unsatisfied after speaking to the officer who delivered the service or who dealt with the issue, or if she/he feels uncomfortable approaching the officer, then they may lodge the complaint with a more senior officer. The name and contact details of the relevant Team Leader, Service Unit Manager or Director can be obtained from the Customer Service Centre.	Team Leaders, Service Unit Managers & Directors.
If the complainant is still unsatisfied with the outcome - or if the complaint is about a Director - the complaint should be submitted to the General Manager. If the complaint is about the General Manager then the complaint should be submitted to the Mayor or to an external agency.	General Manager
3rd - External Agency Review	
If the complaint cannot be resolved to the customer's satisfaction through Council's internal complaints handling system, the complainant will be referred to an outside agency such as the Ombudsman, the Independent Commission Against Corruption, the Department of Local Government, to an alternative dispute resolution procedure, or as a last resort, may be referred to a legal remedy.	External agency

Complaints will be automatically referred by the receiving officer on to the next tier if:

- the complaint is about the staff member's own conduct and she/he does not feel confident about dealing with it fairly
- the complainant requests it
- the problem is clearly outside the staff member's delegation or area of expertise
- a staff member is alleged to have committed a criminal offence, acted corruptly, or engaged in other serious or controversial conduct.

When a complaint is referred on the complainant will be told the name and telephone number of the person to whom it has been referred, exactly what they need to do or what the staff member will do to refer the matter and what action the complainant can expect.

Time frames for finalising complaints can be found in Section 9.

7 Complaints about corruption, serious or substantial waste, pecuniary interests, competitive neutrality or criminal activity

Customers or others from outside of Council

Customers or others who are not employees of Council who wish to lodge a complaint or allegation about corruption, serious or substantial waste or pecuniary interests or competitive neutrality should lodge the complaint directly with the General Manager or with one of the following external bodies:

- Independent Commission Against Corruption (ICAC) for complaints about corruption
- NSW Ombudsman for complaints about maladministration
- Director-General of the Department of Local Government for complaints about serious and substantial waste of public monies, pecuniary interests or competitive neutrality.

A complainant making an allegation about criminal activities will be referred directly to the police and the matter reported immediately to the General Manager.

The General Manager is obliged to report these types of serious allegations to the ICAC and/or to the relevant authorities (see also section 11 re 'Confidentiality' below).

Staff

Staff who receive complaints about corruption, serious or substantial waste or pecuniary interests or criminal activity by a Council employee or Councillor are to report them immediately to the General Manager.

Staff who wish to report corruption, serious or substantial waste or pecuniary interests should follow the procedures in Council's *Protected Disclosures Policy*.

Explanations of some of the terms used above such as 'corruption' and 'maladministration', can be found:

- on the web sites of the above agencies
- in 'Definitions' in Appendix 1 of this document
- in brochures available from Council's Customer Service Centre or local libraries
- by contacting Council's Fraud Prevention Officer or Public Officer.

Contact details for the above agencies and officers are provided in Appendix 2.

8 How you can lodge a complaint about Council's services

Council will respond to all complaints whether they are provided in writing (using the form in the *Customer Compliment and Complaint brochure* or in a letter, fax or email) or orally (in person or by telephone).

However, if a complaint cannot be solved at the frontline, ie at the first tier, then it is helpful if the complaint is put in writing. All complaints will be registered and entered onto a data base.

Interpreter or other assistance

We will provide assistance to complainants to help them communicate and lodge their complaint. This may include help in putting a complaint in writing or arranging an interpreter or a staff member who speaks your language.

Complaints can be made

In Writing

Post

- Rockdale City Council
PO Box 21 Rockdale NSW 2216

Fax

- 02 9562 1777

Email

- customerfeedback@rockdale.nsw.gov.au

In Person

- Make an appointment to talk to the staff member with whom you have been dealing, or with their manager
- Visit Council's Customer Service Centre at 2 Bryant Street Rockdale between 8.30am and 4.30pm, Monday to Friday.

By Telephone

- Call Council's Customer Service Centre on 02 9562 1666.

Whichever way you choose to lodge your complaint it is a good idea to provide the standard information that is asked for in our *Customer Compliments and Complaints brochure* at the back of this document. This will help us to resolve the complaint more quickly. It is particularly useful if you can identify how you would like your complaint resolved or remedied - see some examples of 'Remedies' in Section 10.

Anonymous complaints

Generally Council will only act on anonymous complaints where the matter is relatively serious and there is sufficient information in the complaint to enable an investigation to be conducted.

9 Time limits & priorities

Complaints will be responded to as quickly as possible and we will try to resolve all complaints within a reasonable time limit. We will also keep complainants informed of progress by telephone, in writing or by interview.

Acknowledgement

Complaints received in writing (letter, facsimile or email) will be acknowledged either by telephone or in writing within one week of receipt in accordance with our *Guarantee of Service for Answering Correspondence*. Complaints received by telephone or in person will not be acknowledged in writing.

In all cases the complainant will be given the name and telephone number of the person who will be their complaint contact.

Finalisation

Council delivers a wide range of services and so complaints can range from matters which can be resolved immediately (eg by returning a telephone call or offering an apology or providing information) to others which will require an investigation or consideration of more complex issues.

Council will aim to resolve complaints

For urgent matters:

immediately upon receipt. These matters would include a complaint about a safety issue that has been reported previously but has not been responded to.

For simpler matters:

within two working days of receipt. These matters would include requests for readily available information such as estimates of when a decision on an application can be expected, apologies, refunds, returning calls and responding to correspondence where we have not met the relevant *Guarantee of Service*.

For more complex matters:

within 21 working days of receipt. These matters would include complaints about more serious or complex issues such as allegations of corruption, maladministration or competitive neutrality.

Staff complaints that are classified as internal grievances will be dealt with in accordance with Council's Grievance Procedures.

Where the above time frames cannot be met:

the complainant will be advised before the time limit expires and given the reasons for the delay and a revised time frame.

Prioritising Complaints

Complaints will be prioritised according to their subject matter (eg the consequences of a delay) and not as a result of how they were lodged with Council or the category or prioritisation level determined by the customer. This means, for

example, that a letter advising of a sewage leak at a Council venue would be given priority over an email or telephone call regarding an administration issue.

Complaints from internal customers will be given the same level of priority as an external customer using the same criteria.

10 Remedies

As far as possible remedies to substantiated complaints should place the complainant in the position they would have been in had things not gone wrong. Customers who lodge a complaint will be invited to identify what action they would like Council to take to resolve their complaint.

Remedies may include:

- an apology where Council has made a mistake or where a staff member's comments or behaviour have offended
- providing the desired service
- a speedy refund of overcharged monies
- giving the complainant a date when they can expect their request to be actioned or application to be considered
- providing more information to the complainant eg about Council's policies or decision making process or providing regular progress updates about an application
- a commitment to investigate and/or review and change Council's procedures or business practices where a complaint is justified
- a commitment to review and recommend to Council changes to policies where a complaint is justified.

There may be occasions where Council cannot resolve a complaint to the satisfaction of the complainant. In such cases Council may initiate a conciliation or other form of alternative dispute resolution procedure or may refer the complainant to an external agency or legal remedy.

When a complaint cannot be resolved to the customer's satisfaction

Council needs at all times to be conscious of the limited resources available to it and will use alternatives to legal remedies to resolve disputes wherever possible.

There may also be occasions when this regard for resources will require that Council advise the applicant that after investigation and/or consideration of the complaint they will take no further action and consider the complaint finalised even though the complainant considers the matter unresolved. In this situation the complainant may, of course, pursue the matter through other agencies.

If, however, the complainant continues to raise the same issue with Council, then Council may consider imposing a limit on service or communication with the complainant. This would only happen in exceptional circumstances as described in our *Limits on Service and Communication Policy* and such a decision could only be made by the General Manager or delegate or the elected Council.

11 Confidentiality

Confidentiality of complaints, including the identity of the customer will be maintained where requested and in accordance with relevant legislation or policies.

12 Safeguards against victimisation & retribution

Complainants will not be subject to victimisation or retribution as a result of lodging a complaint and any allegations of such treatment will be investigated and disciplinary action taken if substantiated.

If a complainant experiences such behaviour then they should lodge another complaint with the relevant Director or General Manager. Vexatious or repeated frivolous complaints may be dealt with under our *Limits on Service and Communication Policy* or other relevant legislation or policies.

13 Monitoring & reporting on trends

So that we can learn from feedback from our customers and community, all complaints and their outcomes will be entered into a data base and will be classified and analysed to identify any systemic or recurring problems which need to be rectified.

Regular reports on numbers and types of complaints and outcomes will be monitored on a quarterly basis by Council's Strategic Leadership Group and will be published to the community each year.

Complaints data will be systematically evaluated to determine the causes of complaints and whether further remedial action is warranted. Aggregated data highlighting systemic complaints may be used to:

- redesign products and services
- change organisational practices and procedures
- retrain staff on product and service delivery
- reassess customer information needs.

14 Communicating this policy

Council will communicate this policy and procedures to customers in a variety of ways. Copies of this Policy are available on our website and in Council's Customer Service Centre and libraries.

A summary of this policy and procedure has been published in a brochure called *Compliments and Complaints - A guide for customers*. This brochure includes information in key community languages and is available at all our service outlets.

15 Training & resources

Council recognises that under this policy all staff may be required to receive and resolve complaints. In order to ensure that complaints are resolved quickly and effectively Council will provide guidelines and training for all staff at induction and as a regular part of our annual Learning and Development Program. This will include training in this policy and associated procedures, the roles of other complaints handling agencies, conflict resolution, mediation and cross-cultural skills.

In addition we will also ensure that team leader and management development programs enhance knowledge and skills about using customer complaints to review and improve products and services.

Council will also ensure that staff have sufficient levels of delegations so that they can resolve complaints and problems as quickly as possible.

16 Other relevant Council policies

The following Council policies are particularly relevant to this *Customer Compliments and Complaints Policy*:

- *Customer Service and Communications Strategy*
- *Customer Service and Communication Policy including Guarantees of Service*
- *Limits on Service and Communication Policy*
- *Code of Conduct*
- *Protected Disclosures Policy.*

These policies are available:

- on Council's website
- at Council's Customer Service Centre
- at Council's Libraries.

Staff may also wish to refer to Council's Internal Grievance Procedures which can be found in the Local Government (State) Award available on Council's intranet.

17 Comments welcome

Comments and feedback on this and other Customer Service policies and the *Guarantees of Service*, are welcome and should be directed to Council's Community Relations Coordinator at:

PO Box 21
ROCKDALE NSW 2216

T 02 9562 1666

E customerfeedback@rockdale.nsw.gov.au

Appendix I - Definitions

Competitive Neutrality

Is based on the concept of the 'level playing field' for all competitors in a market, be they public or private sector competitors. The National Competition Policy requires that 'where councils compete in the market place they should do so on a basis that does not utilise their public position to gain an unfair advantage over a private sector competitor' (para 4.3). For more information see the Department of Local Government website.

Complainant

Person or organisation making the complaint.

Complaint

For the purpose of this policy a complaint is any expression of dissatisfaction with:

- Council's procedures, charges, employees, agents, quality of service or products sold or provided
- a decision taken by an officer in implementing Council's Policy
- Council's decision making process.

Corruption

Corrupt conduct involves the dishonest or partial exercise of an official function by a public official. Conduct of a person who is not a public official, when it adversely affects the impartial or honest exercise of official functions by a public official comes within the definition. Examples of corrupt conduct would include the inappropriate use of information or material gained in an official function, bribery, blackmail, offering secret commissions, forgery etc.

Customer

A person offered a service or a product by Council, including both external and internal customers.

Council

Includes all employees and Councillors of Rockdale City Council and contractors engaged by the Council to provide goods and services on its behalf.

Maladministration

Is a failure to comply with proper procedures or the law and may involve action or inaction and inefficient, bad or improper administration. Examples would include failing to enforce development consent conditions, failing to act on complaints about unauthorised work or illegal activities, failing to comply with tendering processes or misusing secrecy provisions etc.

Officer

Is an employee of Council, not an elected representative.

Pecuniary interest

A situation where a public official has a personal monetary interest in their official duties. For example, a Council employee making a decision about a development application for their own business.

Quality

The totality of features and characteristics of a product or service that bears on its ability to satisfy stated or implied needs.

Systemic problem

Is caused by failures in the product or service design, delivery systems or organisational policies or procedures.

Appendix 2 - Contact list

Rockdale City Council

Customer Service Centre

Office Hours	8.30am to 4.30pm, Monday to Friday
Street Address	2 Bryant Street, Rockdale
Telephone Hours	8.30am to 5pm, Monday to Friday
Telephone	02 9562 1666
Fax	02 9562 1777
Postal address	PO Box 21 ROCKDALE NSW 2216
Email	rcc@rockdale.nsw.gov.au
Web	www.rockdale.nsw.gov.au

After hours emergencies call 02 9562 1666 (24 hours, seven days)

Fraud Prevention Officer

Telephone	02 9562 1752
-----------	--------------

Public Officer

Telephone	02 9562 1750
-----------	--------------

External Agencies

Telephone Interpreter Service

Telephone	131 450
-----------	---------

Human Rights & Equal Opportunity Commission

Complaints role - Investigate complaints of discrimination about race, sex, disability, age etc or breaches of human rights.

Street Address	Level 8, Piccadilly Tower - 133 Castlereagh Street , Sydney
Postal Address	GPO Box 5218 SYDNEY NSW 2001
Toll Free	1300 369 711
TTY	1800 620 241
Fax	02 9284 9611
Email	paffairs@humanrights.gov.au
Web	www.humanrights.gov.au

Independent Commission Against Corruption (ICAC)

Complaints role - Investigates complaints concerning corrupt conduct.

Telephone	02 8281 5999
Fax	02 9264 5364
Toll free	1800 463 909
Email	icac@icac.nsw.gov.au
Web	www.icac.nsw.gov.au

NSW Department of Local Government

Complaints role - Investigates complaints concerning serious and substantial waste of public monies, pecuniary interests or competitive neutrality.

Sydney office

Telephone	02 9289 4000
Fax	02 9289 4099
TTY	02 4428 4209
Email	dlg@dlg.nsw.gov.au
Web	www.dlg.nsw.gov.au

Office of the (NSW) Ombudsman

Complaints role - Investigates complaints concerning maladministration.

Telephone	02 9286 1000
Fax	02 9283 2911
Toll free	1800 451 524
TTY	02 9264 8050
Email	nswombo@ombo.nsw.gov.au
Web	www.csc.nsw.gov.au

This website also has a series of 'Council Fact Sheets' addressing issues such as problems with development applications.



ROCKDALE
CITY COUNCIL
On Historic Botany Bay

Compliments and Complaints

A guide for customers

You may lodge your compliment or complaint

- in person from 8.30am to 4.30pm Monday to Friday at Council's Customer Service Centre, 2 Bryant Street, Rockdale
- by emailing customerfeedback@rockdale.nsw.gov.au
- by letter to PO Box 21 Rockdale NSW 2216
- by facsimile 9562 1777
- by telephone 9562 1666

Copies of the form in this brochure are also available from Council's website: www.rockdale.nsw.gov.au

General requests for service or information should be directed to:

Customer Service Centre
2 Bryant Street Rockdale NSW 2216 Australia
PO Box 21 Rockdale NSW 2216 Australia
Tel 9562 1666 Fax 9562 1777
Email rcc@rockdale.nsw.gov.au

Other organisations that investigate complaints about Councils are listed, along with their contact details, in Council's *Compliments and Complaints Policy*, available from Customer Service Centre, our libraries and on our website www.rockdale.nsw.gov.au

This brochure describes how to make a compliment or complaint about Council's services. If you do not understand, please visit Council's Customer Service Centre at 2 Bryant Street Rockdale on Monday – Friday from 8.30am – 4.30pm. Council Staff will be happy to arrange interpreter services for you.

You may also contact the Telephone Interpreter Services on 131 450 and ask them to ring Rockdale City Council on 9562 1666 on your behalf.

هام:

يشرح لك هذا المنشور كيفية تقديم الشكر والمديح أو تقديم شكوى فيما يتعلق بخدمات البلدية. إذا لم تكن قادراً على فهمها، يرجى زيارة مركز خدمة زبائن البلدية على العنوان التالي: Bryant Street 2 في روكدايل من الإثنين إلى الجمعة بين الساعة ٨.٣٠ صباحاً و٤.٣٠ مساءً، حيث سيقوم موظفو البلدية بتأمين مترجم لك بكل سرور. كما يمكنك الاتصال بخدمة الترجمة الهاتفية على الرقم 131 450 والطلب منهم الاتصال ببلدية روكدايل على الرقم 9562 1666 نيابة عنك.

重要消息

本小冊子描述如何讚揚或投訴有關市議會的服務。如果您有不明白之處，請於星期一至星期五，上午8時30分至下午4時30分，前來位於2 Bryant Street, Rockdale, 市政府的顧客服務中心。市政府的職員會很樂意為您安排傳譯員的服務。

您也可以聯絡電話傳譯服務處，電話131 450，並請他們代您致電9562 1666 給 Rockdale 市政府。

Σημαντικό:

Αυτό το φυλλάδιο περιγράφει πώς να επαίνεσετε ή να κάνετε παράπονο για τις υπηρεσίες του Δήμου. Αν δεν τις καταλαβαίνετε, παρακαλείσθε να επισκεφτείτε το Κέντρο Εξυπηρέτησης Πελατών [Customer Service Centre] του Δήμου στο 2 Bryant Street, Rockdale, Δευτέρα - Παρασκευή από 8.30πμ - 4.30μμ. Το Προσωπικό του Δήμου θα χαρεί να κανονίσει υπηρεσίες διερμηνέων για σας. Μπορείτε επίσης να επικοινωνήσετε με τις Τηλεφωνικές Υπηρεσίες Διερμηνέων [Telephone Interpreter Services] στο 131 450 και να τους ζητήσετε να τηλεφωνήσουν στο Rockdale City Council στο 9562 1666 για λογαριασμό σας.

Importante:

Il presente opuscolo spiega come esprimere un complimento o una lagnanza in merito ai servizi del Comune. Se avete difficoltà a comprenderne il contenuto, recatevi presso il Customer Service Centre del Comune a 2 Bryant Street, Rockdale dal lunedì al venerdì dalle ore 8.30 alle 16.30. Il personale del Comune sarà ben lieto di procurarvi un servizio interpreti.

Potete anche chiamare il Servizio telefonico interpreti (TIS) al numero 131 450 chiedendo che telefonino per vostro conto al Comune di Rockdale City al numero 9562 1666.

Важно:

Во оваа брошура се објаснува на кој начин да оддадете пофалби или да поднесете жалби за услугите кои ги добивате од Општината. Ако не го разбирате, ве молиме, посетете го општинскиот Customer Service Centre (Центар за услуги на клиенти), кој се наоѓа на 2 Bryant Street, Rockdale, од понеделник до петок, од 8.30 наутро до 4.30 попладне. Вработените во општината со задоволство ќе ви организираат да користите преведувач.

Исто така, можете да телефонирате во Telephone Interpreter Services (Служба за преведување по телефон) на 131 450, и да ги замолите во ваше име да се јават во Градската општина на Rockdale на 9562 1666.

Importante:

Este folleto describe cómo hacer un elogio o presentar una queja sobre los servicios del Municipio. Si no la entiende, le rogamos concurrir al Centro de Servicio al Cliente del Municipio, ubicado en 2 Bryant Street, Rockdale, atención de lunes a Viernes, de 8:30 am a 4:30 pm. El personal del municipio se complacerá en obtener los servicios de un intérprete para usted.

Puede asimismo llamar al Servicio Telefónico de Intérpretes al 131 450 y pedirles que llamen de su parte al Rockdale City Council, teléfono 9562 1666.



ROCKDALE
CITY COUNCIL
On Historic Botany Bay

Reply Paid 27
Rockdale City Council
Communication &
Community Relations Unit
PO Box 21
Rockdale NSW 2216

Reply paid
if posted in Australia



We value your feedback

Council wants to hear from our customers. If you are unhappy with a service that Council has provided let us know so that we can fix the problem quickly. We also want to hear if you are happy with our service, so we know what is important to you. Your feedback will help us to continuously improve our services.

Our commitment to you

We are committed to:

- treating our customers with courtesy, patience and sensitivity
- meeting our Guarantees of Service
- responding quickly and effectively to compliments and complaints
- being fair, flexible and responsible when resolving complaints
- seeking satisfactory outcomes for all.

What is not a complaint?

The following are not regarded as complaints under this policy:

- a request for information or for a service (e.g. to remove garbage or a damaged tree)
- criticism of a policy, plan or proposed development
- a complaint about a neighbour or an event, service or business for which Council is not responsible.

Contact our Customer Service Centre about these requests or reports. If we do not respond appropriately to such requests, you may lodge a complaint using the form in this brochure.

How to make a compliment or complaint

You can lodge a compliment or complaint about a Council service in a number of ways: by using the reply paid form in this brochure; in person at Council's Customer Service Centre; or by email, letter, facsimile or telephone.

If you don't use the form provided here, then please make sure you include the same information in your email, letter or phone call as this will help us to resolve your complaint more quickly.

Contact details are provided on the back of this brochure.

What we will do

If we receive your compliment or complaint in writing we will acknowledge it. In all cases we will let you know the name and contact details of the person handling your complaint. We will respond to urgent matters immediately, simpler matters within 2 working days and more complex matters within 21 working days.

If we cannot meet these timeframes we will let you know.

More information about confidentiality, anonymous complaints and how complaints are prioritised, can be found in Council's *Compliments and Complaints Policy*. This policy and our Guarantees of Service, are available from Council's Customer Service Centre, our libraries and website www.rockdale.nsw.gov.au

Compliments and Complaints

Completed forms may be handed to a Council officer, placed in the Customer Feedback box in the Customer Service Centre, faxed or posted to Council free of charge.

My contact with Council was on ___/___/___ with _____ at _____
Name of section/officer *location*

I was/was not satisfied with the service that I received because

What I would like to see happen is

(e.g. your ideas and suggestions on how we can fix the complaint/problem etc.)

I would like this compliment/complaint to be kept confidential **Yes** **No** I would like a reply **Yes** **No**

Mr/Mrs/Ms/Miss/Other _____ Family name _____ Given name _____

Address _____ Suburb _____ Post code _____

Telephone _____ Fax _____ Email _____

Signature _____ Date ___/___/___

Rockdale City Council appreciates your support. **Thank you for your time.**

Office use only

Where this form has been completed by a Council officer on behalf of a customer (who has lodged either in person or over phone):

Council officer's Name _____ Telephone _____ Date ___/___/___

Please send a copy of the completed form to the Document Management Team to register.

TEAR OFF, MOISTEN, FOLD AND SEAL

This policy was prepared by Council's
Communications & Community Relations Unit

T 02 9562 1666
F 02 9562 1777
2 Bryant Street ROCKDALE NSW 2216
PO Box 21 ROCKDALE NSW 2216
rcc@rockdale.nsw.gov.au
www.rockdale.nsw.gov.au