CUSTOMER FEEDBACK AND COMPLAINTS HANDLING POLICY

Policy Reference No. POL/161
File No. HCC10/669
Strategic Objective 5.3 Provide responsible and transparent governance, services and infrastructure which responds to and supports community needs
Adopted By Council August 2011
Re-Adopted 28 July 2014
Date for Review July 2017
Responsible Officer Manager Customer Service
Department Customer Service
CUSTOMER FEEDBACK AND COMPLAINTS HANDLING POLICY

1 POLICY STATEMENT

1.1 The Hume City Council values of Customer focus, respect, collaboration and innovation demand that Council actively encourage feedback. Hume City Council is committed to effective Customer feedback and a complaints handling system that reflects the needs, expectations and rights of Customers. Council recognises the Customer’s right to provide feedback including making a complaint.

1.2 This policy applies to all feedback received by Council and the accompanying Customer Feedback and Complaints Handling Procedure outlines how Customer feedback will be handled.

1.3 In doing this Hume City Council will:

   1.3.1 recognise, promote and protect our resident’s rights including the right to comment and complain;
   1.3.2 ensure that our system for resolving complaints is fair, easily accessible and efficient, both internally and externally;
   1.3.3 equip staff with the skills and knowledge to ensure this policy is understood and implemented;
   1.3.4 provide relevant, timely and accurate information on Hume City Council’s complaint handling process;
   1.3.5 monitor and report on all feedback and complaints with the intention of improving the quality of our services; and
   1.3.6 achieve increased satisfaction in the delivery of Hume City Council services for our residents, providers and third parties;

2 PURPOSE

2.1 An effective Customer feedback and complaints handling system is an essential part of the provision of quality service to the Hume community.

2.2 This policy and associated process provides a model approach to Customer feedback and complaint handling and outlines the essential features of Council’s system to deal with feedback, including complaints. The handling of all feedback will be in accordance with the Hume City Council values of respect, customer focus, collaboration and innovation.

2.3 There is no legislative requirement to have a feedback policy. The material in this policy is based on best practice advice from the Victorian Ombudsman’s Office and a range of reference materials from other Governments and private sector companies.

3 SCOPE

3.1 This policy has application to all employees, contractors and Councillors.

3.2 This policy has application to all feedback, requests, suggestions, problems and complaints received from Customers, residents, businesses and other third parties.

Policy Reference No: POL/161
Date of Re/Adoption: 28 July 2014
Review Date: July 2017

Page 2 of 4
4 OBJECTIVE

4.1 One of Council’s central themes is a well governed and engaged community (Hume Horizons 2040). This policy will assist in achieving this and demonstrate accountable leadership by enabling staff to operate with integrity and openness and to be accountable in the delivery of our programs and services. Providing a Feedback and Complaints Handling Policy and procedure will enable Council’s key strategic objective of providing responsible and transparent governance, services and infrastructure which responds to community needs. This is in line with Council’s Social Justice Charter (2014) and the Hume Citizens Bill of Rights which includes ‘the right to be respected as an individual and a member of the community without distinction or discrimination.

5 POLICY IMPLEMENTATION

5.1 This policy will be implemented through the accompanying Feedback and Complaints Handling Procedure.

5.2 This policy will be implemented across all of Council. It will be communicated to staff through the Service First cross organisational team site; staff newsletters and email. Management responsibility for the implementation of the policy is detailed in the accompanying procedure.

5.3 Information to the public will be provided on the Council website and in hard copy at Council facilities in key community languages.

6 DEFINITIONS AND ABBREVIATIONS

For the purposes of this policy, the following definitions:

Feedback - a response which may be either a compliment, suggestion or complaint, provided by a Customer regarding a service, product, or process of Council. Customer feedback is used to streamline processes and improve services.

Complainant - person or entity affected by the action or inaction of Council who brings this to the notice of Council.

Complaint - an expression of dissatisfaction with a specific action or service of Council, including the failure by Council to comply with its obligations under relevant legislation.

Complaint Handling System – The way individual complaints are dealt with by Council including policy, procedure, technology, reporting, evaluation and improvement.

7 RELATED DOCUMENTS

<table>
<thead>
<tr>
<th>Policy Reference No:</th>
<th>POL/161</th>
<th>Responsible Officer:</th>
<th>Manager Customer Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Re/Adoption:</td>
<td>28 July 2014</td>
<td>Department:</td>
<td>Customer Service</td>
</tr>
<tr>
<td>Review Date:</td>
<td>July 2017</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
7.1 In using this policy Hume City Council will act in accordance with the:

- **7.1.1** Customer Feedback and Complaints Handling Procedure
- **7.1.2** Local Government Act 1989
- **7.1.3** Protected Disclosure Act 2012
- **7.1.4** Freedom of Information Act 1982
- **7.1.5** Victorian Charter of Human Rights & Responsibilities Act 2006
- **7.1.6** Hume City Council Social Justice Charter 2014
- **7.1.7** Disability Discrimination Act 1992
- **7.1.8** Information Privacy Act 2000 (Victoria)
- **7.1.9** Health Records Act 2001 (Victoria)
- **7.1.10** Privacy Act 1988 (Commonwealth)
- **7.1.11** Trade Practices Act 1974
- **7.1.12** Infringement Act 2006
- **7.1.13** Hume City Council Code of Conduct;
- **7.1.14** Hume City Council Councillor Code of Conduct;
- **7.1.15** Hume City Council Fraud Policy
- **7.1.16** Any other relevant legislation or regulations

<table>
<thead>
<tr>
<th>Date Adopted</th>
<th>August 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Re-Adopted</td>
<td>28 July 2014</td>
</tr>
<tr>
<td>Review Date</td>
<td>July 2017</td>
</tr>
</tbody>
</table>