

**Item No:** C0918(2) Item 9

**Subject:** DRAFT COMPLAINTS HANDLING POLICY

**Prepared By:** Nellette Kettle - Group Manager Integration, Customer Service, Business Excellence and Civic and Executive Support

**Authorised By:** Rik Hart - Interim General Manager

### **SUMMARY**

This report presents Council's updated draft Complaints Management Policy for adoption for public exhibition.

---

### **RECOMMENDATION**

**THAT the draft Complaints Handling Policy be placed on public exhibition for a period of 28 days.**

---

### **BACKGROUND**

This updated Complaints Handling Policy is based on the NSW Ombudsman's Model Complaint Handling Policy (June 2015) and supersedes the following policies:

- Marrickville Council Complaint Management Policy, December 2014
- Ashfield Council Customer Complaints Policy, December 2015
- Leichhardt Council Service and Complaints Policy, March 2009

The policy is predicated on Inner West Council's commitment to providing outstanding customer service and the value that an effective complaints management framework plays in helping to identify service issues and improvements to the customer experience.

### **FINANCIAL IMPLICATIONS**

There are no additional financial implications arising from adoption of this Policy. It will be implemented within existing Council resources and operational activities.

### **OTHER STAFF COMMENTS**

The Internal Ombudsman's Office, the Leadership Team and key staff involved in receiving and handling customer complaints have had input to the Policy.

### **PUBLIC CONSULTATION**

It is proposed that the draft Policy be exhibited for customer feedback for a period of 28 days, prior to being reported back to Council for adoption.

### **CONCLUSION**

The draft Policy is based on the NSW Ombudsman's Model Complaint Handling Policy and is consistent with the NSW Customer Service Commissioner's six commitments to effective complaints handling (2015), which are as follows:

**Respectful treatment**

*We are responsive and treat our customers with courtesy and respect.*

**Information and accessibility**

*We make it easy for our customers to give us feedback so we can make improvements.*

**Good communication**

*We keep our customers informed about the status of their complaint or feedback.*

**Taking ownership**

*We are trained and skilled to manage customer complaints and one person, or our team, will manage the complaint.*

**Timeliness**

*We do our best to deal with customer complaints as soon as possible. Our customers know our timeframes for finalising their complaint.*

**Transparency**

*We record and analyse information on our complaint handling processes to help improve our services.*

**ATTACHMENTS**

1. [↓](#) Draft Complaints Handling Policy