

Policy Statement

The WBOP BCA value our customer's feedback and are committed to ensuring customers, citizens, ratepayers and visitors have the best possible experience.

All complaints are taken seriously, and every effort will be made to resolve the issue. All comments will be used as an opportunity to learn and improve services.

Policy Purpose

The purpose of the policy is to explain:

- The definition of a complaint and a suggestion
- Principles that will be applied when dealing with complaints and suggestions

Policy Scope

This policy applies specifically to complaints and suggestions. "LGOIMA", "Privacy", and "Ombudsman" requests are managed under the relevant legislation.

The policy applies to the WBOP BCA.

Definitions

Complaint

A complaint is:

An expression of dissatisfaction by one or more BCA customers, citizens and ratepayers about the BCAs:

- Action or lack of action,
- Decision, or
- The standard of service provided by or on behalf of the BCA

Where a response or resolution is explicitly or implicitly expected

A complaint is not:

- A request for routine services, but a complaint may result in a request for service
- A request for readily available information
- Allegations against a contractor or staff member for serious misconduct such as sexual harassment, fraud or assault
- Matters for which there is a right for appeal and/ or legal remedy

Suggestion

A suggestion is:

Feedback from the customers, citizens and ratepayers about the BCA's:

- Actions
- Decisions, or
- Services provided by or on behalf of the BCA, for consideration

Where a response or resolution is not expected.

Complaint Level

Level one complaint: Complaint via the online form or other.

The first time a complaint is raised with the council it is categorised as a level one complaint and follows the standard complaints management process with set service levels.

Level two complaint: Formal complaint in writing.

The following may trigger a complaint being escalated to level two:

- Request for review of level one decision by customer, either explicit or implicit
- Significant risk or complexity
- Volume of complaints is significant
- Organisational reputation
- Difficult behaviour for the complainant

Level two complaint management process and time frame will be defined on a case-by-case basis.

Principles

The BCA will:

- Be mindful of the need to minimise customer effort
- Try to see things from the customer's perspective, to understand and address why they think the BCA was wrong
- Resolve the complaint as close to the point of service delivery as possible
- Treat complaints with priority and give timely response
- Communicate in a way that is easy to understand
- Be fair and act with integrity
- Take a genuine, fresh look at the issues raised
- Not be defensive
- Ensure that the issues raised are assessed on their own merits
- Learn from complaints and use this knowledge to improve how things are done
- Acknowledge mistakes and put them right is possible
- Maintain a centralised register of all complaints, suggestions, and compliments
- Manage complaints in accordance with the defined and agreed processes and procedures
- Actively manage any customer conduct that negatively and unreasonably impacts on the organisation and staff
- Educate staff to apply the policy, processes, and procedures for complaints resolution. Complaints will be handled with discretion and in a fair manner