

CITY OF



MITCHAM

CUSTOMER COMPLAINTS CHARTER

The City of Mitcham is committed to providing quality customer service. However, when we receive complaints that we are not performing to this standard, this provides us with an opportunity to improve our levels of service.

Customers have the right to:

- Have their complaint heard and understood
- Have action taken as soon as possible to correct the problem or receive written acknowledgement outlining the course of action to be taken
- Be treated with respect and not be judged
- Be informed of the complaint handling process and the progress in handling the specific complaint
- Be assured that their complaint will have no affect on the goods and services they receive from Council

Responsibilities of complainants:

- To provide sufficient detail about the complaint to ensure the complaint can be actioned
- To not make mischievous or malicious complaints
- To not use threatening or abusive behaviour

Council Officers have the right to:

- Obtain sufficient detail about the complaint to ensure the complaint can be properly investigated
- Be informed of any complaint about their behaviour or actions in order to respond to the complaint
- Be well trained in customer service provision

Responsibilities of Council Officers:

- To listen carefully
- To record the complaint and ensure it is placed in the complaints handling process
- To handle complaints quickly, within established timeframes, and in a courteous manner
- To provide progress reports to the complainant if the complaint cannot be dealt with immediately