



SHIRE OF MOORA
COMPLAINTS MANAGEMENT POLICY
ADOPTED FEBRUARY 2015

1. Purpose

Shire of Moora as a Water licence operator has an obligation and responsibility under its *Water Licence provisions* as determined by the Economic Regulatory Authority's *Water Act Guidelines* to provide a Complaints Handling Policy. This policy and procedure is based on *AS ISO 10002-2006: Customer satisfaction-Guidelines for complaints handling in organisations*.

2. Scope

This policy and procedure applies to any individual or representative that has communications with Shire of Moora. These communications include all public interactions with any Moora staff member and may be in any form i.e. written, electronic, verbal or face to face. These procedures have been developed to support and expand on the Shire of Moora Customer Service Charter.

3. Background

Shire of Moora is a Local Authority which leads integrated waste management and resource efficiency in the Shire of Moora through program delivery. This policy and procedure enables stakeholders to make complaints in regard to the standard of services provided by Shire of Moora under its Customer Service Charter.

4. Definitions

Australian Standard	Australian Standard AS ISO 10002-2006 <i>Customer Standard-Guidelines for complaints handling in organisations</i> . This policy and procedure is based on the current Australian Standard.
Complainant	Person or entity affected by the action or inaction of Shire of Moora
Complaint	An expression of dissatisfaction with a specific action or service of Shire of Moora, including the failure by Shire of Moora to comply with provisions detailed in the Customer Service Charter. Simple complaints: can be actioned within five business days. Complex complaints: may require a more detailed investigation, requiring more than one person to review and may take up to 20 business days unless otherwise notified.
Internal Complaint Resolution Process	The way individual complaints are dealt with by Shire of Moora including the policy, procedures, practices and technology.
Complaints Register	An electronic database for recording details about complaints made to Shire of Moora.

5. Legislation

Not applicable

6. Policy Statement

Commitment

At Shire of Moora we are fully committed to providing an integrated complaints handling process.

If not satisfied with the Shire of Moora program delivery, service or advice the complainant has received; Shire of Moora will encourage feedback via the website. This will provide an opportunity to improve customer service

Fairness

Shire of Moora recognises the need to be fair when dealing with complaints. We will be fair when dealing with complaints by ensuring Shire of Moora's values are reflected with all people.

Shire of Moora's values are aligned with its strategic values, these being:

- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human Rights

Responsiveness

In line with our values we are committed to dealing with complaints quickly, courteously and fairly within the following timelines:

- If the complaint is deemed to be a simple matter we will provide acknowledgement and outline the resolution within five business days of receipt of a complaint.
- If the complaint is more complex the complainant will receive formal acknowledgement, including proposed timelines for a resolution within at least five working days of receipt of a complaint. Results of the investigation may be:
 - provided within at least 20 business days, or
 - the complainant will be contacted if the complaint requires further investigation beyond 20 business days.

Privacy and confidentiality

You have the right to privacy. We respect the confidentiality of the personal information you provide to us and we will not disclose any information about you without your consent, except as permitted by law.

Shire of Moora collects and uses customer information in accordance with our Privacy Statement which is available from www.moora.wa.gov.au. If you have any questions relating to the Privacy Statement or wish to seek access to the personal information which Shire of Moora holds about you, please contact us by email addressed to: ceo@moora.wa.gov.au

Accountability

The Chief Executive Officer(s) is responsible and accountable for the review, allocation and follows up all complaints to Shire of Moora.

The Chief Executive Officer is responsible and accountable to oversee the Complaint Management process and to ensure that it is effectively managed and implemented.

Business improvement

Shire of Moora is committed to improvements in our business and service activities and where similarities of complaints are revealed investigations will be made to source reasons and in particular analysis will be undertaken to report and record complaint trends. A report on complaints received, actions taken and trends identified will be provided to the Council of the Shire of Moora bi-annually.

Unsatisfactory response

If the Chief Executive Officer considers that the proposed response to a simple matter is not adequate or satisfactory, they can:

- Require the relevant Manager to revise the response; or
- Conduct an internal review.

If the complainant is not satisfied with the measures taken in relation to a sewerage complaint, the complainant may refer the complaint to Water Ombudsman Western Australia.

www.waterombudsman.wa.gov.au

Access to this Policy

Internally, this policy will:

- be placed on the intranet where all staff can access it at any time;
- become part of the induction procedure when a new staff member commences work with Shire of Moora;
- be updated in accordance with Shire of Moora's Policies and Procedures

Externally, this policy will:

- be placed on the Shire of Moora website;
- be available in soft copy to be emailed upon request
- be available in hard copy to be mailed out upon request.

7. Related Documents

Customer Service Charter
Shire of Moora Sewerage Policy
Privacy Statement

8. Verification/ Authorisation/ Approved by

Alan Leeson; Chief Executive Officer

Document Control

Authorised by:	Date:
Alan Leeson	

10. Document Change Control History

Version No.	Version Date	Review Date	Author	Nature of Amendment
1.0	20/01/15		Peter Williams MDS	First draft

COMPLAINTS MANAGEMENT PROCEDURE

How can a complaint be registered?

Your complaint will be recorded into the Complaints Register and you will receive a response acknowledging receipt.

If you have a complaint in relation to any communications with Shire of Moora, you can contact us and provide details of the complaint through any of the following channels.

- (i) **Mail:**
 - Chief Executive Officer
 - Shire of Moora
 - PO Box 211
 - Moora 6510
- (ii) **Electronic:**
 - (a) submitting a [Customer Feedback Form](#)
 - (b) email: cs@moora.wa.gov.au

Tender complaints & Sewerage Complaints: must be submitted in accordance with this procedure in writing immediately upon the cause of the complaint arising or becoming known to the tenderer/respondent. The written complaint must set out:

- (a) the Tender name and number/or sewerage address
- (b) the basis for the complaint (specifying the issues involved);
- (c) how the subject of the complaint (and the specific issues) affects the person or organisation making the complaint;
- (d) any relevant background information; and
- (e) the outcome desired by the person or organisation making the complaint.

Internal Review

If the complainant is unhappy with the way in which their complaint was handled or with the outcome they will have the right to request an internal review.

The Chief Executive Officer will undertake the investigation or assessment to determine whether or not an alternative action is appropriate.

The internal review will be completed and the complainant informed in writing within 20 business days of the request. If further time is required, the Manager State-wide Engagement will advise the complainant in writing.

All internal reviews will be subject to the satisfaction and endorsement of the Chief Executive Officer.

If the complainant is a sewerage matter and is still not satisfied, the complainant may refer the matter to Water Ombudsman WA.

Accountability

The Chief Executive Officer is responsible and accountable for the review, allocation and follow up of all complaints to Shire of Moora, in particular, they will:

- Coordinate the internal complaint resolution process and is the contact for external stakeholders.
- Review and amend written responses for consistency, accuracy and completeness.
- Seek advice from the Chief Executive Officer or Executive Team where necessary to resolve a complaint.
- Report to the relevant manager on complaint outcomes and make recommendations based on complaint data and trends.
- Ensure that the Complaints Management Policy and Procedure is updated as per Shire of Moora Policies and Procedures.

Internal Complaint Resolution Process

1. Complaint received (mail, email)
2. Complaint details will be entered into Complaints Register.
3. The Chief Executive Officer will:
 - a) prepare a letter or email of acknowledgement within five working days advising the complainant (i) which department and Manager is handling the complaint and that that (ii) they may be contacted regarding the complaint by the Manager
 - b) record all correspondence regarding the complaint in accordance with Shire of Moora's [Privacy and Confidentiality Policy](#).
4. Complaints will be investigated in the following ways:
 - a) *Simple matters*: the Chief Executive Officer will assign the complaint to the relevant Manager for action and resolution with the complainant receiving details of the resolution within five business days of receipt of a complaint; or
 - b) *Complex matters*: the Chief Executive Officer will refer the complaint to the Manager of the relevant department for internal review. Results of the investigation will be provided (i) in writing within 20 business days or (ii) the complainant will be contacted should the complaint require further investigation beyond this period.
 - c) Where an internal complaint may involve (i) a Chief Executive Officer, (ii) Manager, Development Services or (iii) Manager Technical Services then the complaint may be made directly to the Chief Executive Officer who is responsible for delegating the investigation to responsible officers.
 - d) *Procurement complaints*: The Chief Executive Officer will refer the complaint to the Deputy Chief Executive Officer who may appoint an independent investigator to review the complaint. The independent investigator may contact the complainant to obtain further information to enable the proper consideration of the complaint. Results of the investigation will be provided (i) in writing within 20 business days or (ii) the complainant will be contacted should the complaint require further investigation beyond this period.
5. Where there are insufficient details for an investigation to commence, the Chief Executive Officer will contact the complainant to clarify or obtain relevant information.
6. On completion of the investigation the relevant Manager or Chief Executive Officer will submit a report to the Chief Executive Officer including the following information:
 - a) details of the complaint
 - b) the names of persons interviewed

- c) the conclusion reached and any action that was taken or that is to be taken as a result of the complaint.
- 7. A letter of response and actions undertaken will be sent to the complainant within the recommended timeframe by the Chief Executive Officer.
- 8. If the complainant is not satisfied with the outcome of the complaint and subsequently advises Shire of Moora then the complainant will be advised that they may refer the matter to Local Government Minister or in the case of sewerage complaints the Water Ombudsman WA.
- 9. The Shire of Moora CEO will liaise with Minister for Local Government/ Water Ombudsman following the escalation of a complaint.

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Appendix A Recording of complaints

Officer's Name (receiving complaint) : _____

Officer's Title/Section & Division: _____

Location/Address: _____

Date: _____ Time: _____

Form of Complaint (Tick): Written____ Verbal (Phone)____ Verbal (Face to face)_____

Name and contact details of complainant: _____

Brief description of complaint including services or practices complained about:

1.Referred to relevant Manager for local resolution: Name of Officer/Title/Branch

Manager Name: _____

Branch : _____

Date _____

3. Referred to CEO for allocation: Yes/No

4. Escalated to relevant Manager: by whom/date/to whom:

Name: _____

Date: _____

5. Notified CEO to Information & Privacy for registration in

Complaints Register: Date _____

Due Date to Complainant (20 working days of Receipt Date):

Date _____

Response Date (To Complainant): _____

Reason/s for extension in provision of response: _____

Summary of Response:

When the complaint is finalised send a copy of this form to CEO

Date _____

DRAFT