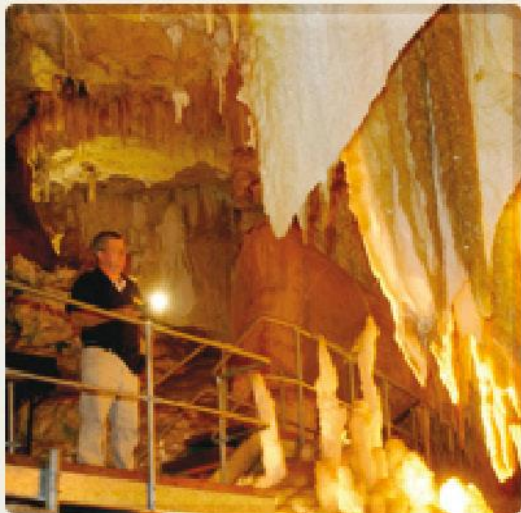




CUSTOMER COMPLAINTS MANAGEMENT



South West Development Commission

www.swdc.wa.gov.au

The South West Development Commission is committed to providing customers with high quality services to meet their needs. If customers are not happy with the services we provide, or the way in which they are provided, they have the right to make a complaint, we encourage it so the matter can be investigated and, if deemed necessary, the problem rectified. Of course we are also appreciative of positive feedback, which will help reinforce the good work of our staff.

The Commission's Customer Feedback Service has been set up to ensure that customer complaints are heard, and dealt with fairly and quickly, and that their rights as a customer are upheld.

AVENUES FOR COMPLAINT

There are many ways in which you can make a complaint and have it progressed.

A complaint can be made verbally by phone or directly to an officer or in writing (letter, facsimile, e-mail) or by completing the on-line complaints form.

Often the direct approach to the staff member concerned is the quickest way of solving a problem.

If you are not satisfied with the way your complaint is being handled you can make a formal complaint in writing or via telephone by contacting the Complaints Officer. The Complaints Officer can take details and advise of the process involved. The Complaints officer is the CEO.

You can contact the Complaints Officer at the following address:

Chief Executive Officer

South West Development Commission

PO Box 2000, BUNBURY WA 6231

Telephone: 08 9792 2000

Facsimile: 08 9791 3223

Email: swdc@swdc.wa.gov.au

In person: 9th Floor, Bunbury Tower, 61 Victoria Street, Bunbury

If you have been unable to resolve the matter with the directions as above at the South West Development Commission and would like a totally independent and impartial person to assess the complaint, please find further information on the government website www.complaints.wa.gov.au.

Or you may wish to contact the Ombudsman by the following contacts:

The Ombudsman
PO Box Z5386
St Georges Terrace, PERTH WA 6831
Telephone: 08 9220 7555 (metro), 1800 117 000 (Free call country WA only)
Facsimile: 08 9325 1107
Website: www.ombudsman.wa.gov.au

Please note that the Ombudsman will generally not investigate a complaint if you simply disagree with the South West Development Commission's decision or action. You will need to specify in what way you believe the Commission's actions were unlawful, unreasonable or unfair. The Ombudsman will become involved only if you have first tried to fix the matter by dealing with the Commission.

The Ombudsman's service is free and available to all customers.

COMPLAINTS PROCESS

Complaints will be dealt with effectively and promptly without prejudice or bias. At all times we will be honest and fair in our dealings with customers. It is recognised that complainants and those against whom a complaint has been lodged, are entitled to adequate protection, procedural fairness and natural justice through the course of investigation.

We will aim provide a receipt of acknowledgement within five (5) working days and to issue a written response to the complainant (where required) within ten (10) working days, with the final decision unless there are inadequate reasons for any decision. If further investigation is required this will be dealt with within thirty (30) working days and if a decision cannot be made in this timeframe then an independent review will be requested.

COMPLAINTS OPERATION

A Complaints Officer will be appointed to handle complaints and monitor progress and outcomes of complaints. A register of complaints will be kept in the format of sequential number/financial year numbering which will record the complaint information and provide the basis for reporting on an annual basis the number and categories of complaints received.

Issue Resolution:

Any issue arising from this policy which requires a resolution is to be handled first by the manager and the Chief Finance Officer (CFO) jointly. If the issue is not resolved the issue must be escalated to the CEO for further attention and direction.

Responsibility for Policy:

The Chief Finance Officer is responsible for the currency of this policy.

Implementation Date:

On endorsement.

Review Date:

Biennial after implementation or on legislative change.

AUTHORATIVE BASE

I approve this Policy and require all officers of the South West Development Commission to comply with its provisions.

DON PUNCH

CHIEF EXECUTIVE OFFICER

Date: 18.12.2015

Date	Author	Version	Revision notes
5 December 2013	CFO	0.1	Complaints officer is the CEO
18 December 2015	CFO	0.2	Reviewed

COMPLAINT MANAGEMENT PROCESS

