



COMPLAINTS & COMPLIMENTS

Related Documents

Complaints Handling - Policy
Complaints Handling - Procedure

Introduction

If you have an issue or concern about the services, decisions or actions of Council, we would like to hear about it. Council has a complaint management system in place to ensure all complaints are dealt with fairly and efficiently.

1. Complaints

1.1 How to lodge a complaint

You can lodge a complaint with Council:

Post:	Alexandrina Council, PO Box 21 GOOLWA 5214
Email:	alex@alexandrina.sa.gov.au
In Person:	Customer Service Centres 11 Cadell St, Goolwa, or 1 Colman Tce, Strathalbyn
Telephone:	(08) 8555 7000

You must provide your contact details so that we can seek further information and respond to you about the investigation and resolution of your complaint.

A "Complaints Form" is provided at the end of Procedure (Annexure 1) that you can fill out and return to us at your convenience.

1.2 How your complaint will be investigated

Upon receipt of your complaint we will direct it to the department best able to undertake an investigation.

A Council Officer may contact you to discuss your concerns or to ask for further information.

Once the complaint has been investigated, we will respond to you, giving the reasons for our decision or intended future actions.



1.3 How long it will take

We aim to acknowledge receipt of your complaint within 5 working days and respond to your complaint within 21 days.

If we are unable to respond within 21 days we will contact you to explain why and advise the timeframe in which we will be able to respond.

1.4 Further action

If you are not satisfied with the way your complaint has been handled you can request an internal review.

An independent senior officer will then undertake an investigation of the issue and make a determination on the matter.

Contact the General Manager of Governance on 8555 7000 to request an internal review.

Council has a policy titled "Internal Review of Council Decisions" which can be found on Council's website (www.alexandrina.sa.gov.au)

You have the right to take your complaint to an external agency at any time if you are unsatisfied with the way it is being handled.

2. Compliments

2.1 How to Lodge a Compliment

When an employee or volunteer exceeds your expectations in service delivery, we would very much like to hear about it.

Recognising outstanding effort assists us in encouraging and promoting excellent customer service across the organisation.

You can let us know where we have exceeded your service expectations:

Post: Alexandrina Council,
PO Box 21
GOOLWA 5214

Email: alex@alexandrina.sa.gov.au

In Person: Customer Service Centres
11 Cadell St, Goolwa, or
1 Colman Tce, Strathalbyn



Telephone: (08) 8555 7000

Please provide us with your contact details so that we can acknowledge the compliment.

A Compliments Form (see Annexure 2) is provided on the back of this procedure that you can fill out and return to us at your convenience.

3. Council Endorsement

This Procedure was adopted by resolution of the Council on 4th July 2011.

4. Review & Evaluation

This Procedure is scheduled for review by Council in July 2012

5. Availability Of Procedure

This Procedure will be available for inspection at Council's principal office during ordinary business hours and on the Council's website www.alexandrina.sa.gov.au. Copies will also be provided to interested members of the community upon request, and upon payment of a fee in accordance with Council's Schedule of Fees and Charges.



Attachment A

Complaints Form

Please provide your contact details:

Name:

Address:

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Home phone: Work phone:

Mobile:

Email:

Please provide a brief description of the issue of concern:

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Please return to: Alexandrina Council

In person to: 11 Cadell Street **or** 1 Colman Terrace
Goolwa 5214 Strathalbyn 5255

Post to: PO Box 21
GOOLWA 5214

Fax: 8555 3603

Email: alex@alexandrina.sa.gov.au



ALEXANDRINA COUNCIL

Compliments form

Please provide your contact details:

Name:

Address:

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Home phone: Work phone:

Mobile:

Email:

Is there a particular staff member or volunteer at the Alexandrina Council who has exceeded your expectations?

If yes, please provide their name or names below:

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Please give a brief description of how we have exceeded your expectations and/or provided an excellent level of customer service.

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