

# Customer Complaints Process



## Customer Complaints Process

**Campaspe Shire Council is committed to providing excellent customer service and to developing and maintaining a good relationship with all of our customers.**

We welcome your feedback on Council's services at any time. If you have a concern about the way we have provided a service, we encourage you to notify us so we can review the matter. While we aim to get it right the first time, we understand that things can sometimes go wrong. Your feedback assists us to improve our services to the community.

A dispute or complaint is defined as Council failing to respond to a request for service. We have a simple four step dispute resolution process in place to ensure you have an opportunity to have your issue investigated.

It is important to note that this process relates to services provided by Council and does not cover decisions made at formal Council meetings. If you have a complaint in respect of a councillor, please direct your concern to the Mayor. The Mayor will handle your complaint in accordance with the 'Councillor Code of Conduct'.



### When dealing with your dispute

- We will treat it in confidence
- We will not discriminate against anyone for any reason
- If we have made a mistake, we will apologise and put right what has gone wrong as quickly as possible
- We will use information gathered to improve our services in the future.

### Our guarantee

We will acknowledge all written complaints within 10 working days. We will investigate and respond to all complaints within 28 working days except for complicated issues when we will advise you of when you can expect a response.

### Public interest disclosures

The Public Interest Disclosures Act 2012 allows for disclosures that reveal corrupt conduct, conduct involving a substantial mismanagement of public resources, conduct involving a substantial risk to public health and safety, or the environment.

Enquiries in the first instance should be made to our Public Interest Disclosure Coordinator, the Manager Governance & Strategy.



## Four step process

### Step 1 - Frontline resolution

At the first point of contact, direct your complaint to the relevant work area. If unsure, please contact our customer service staff who will refer you to the appropriate person.

To address your concerns as efficiently as possible, we recommend that you write:

- What the problem is;
- How did the problem come about; and
- How you think the problem can be resolved to your satisfaction.

If you would like support when speaking to a Council representative about your complaint, we welcome an advocate or representative, which you have approved, to address your concerns with Council on your behalf.

If you have difficulty writing to Council about your concerns or complaint, please let an officer know, so we can record your comments in our customer request system for you.

If you are not satisfied with the response, please proceed to the **Step 2**.

### Step 2 - Investigation

Please request that the matter be referred to the relevant business area Coordinator or Manager. They will investigate the matter and report the findings to their General Manager for a decision. If the matter is complex and requires coordination across several work areas, it will be referred to the Customer Service Coordinator. If unsure who the business area Coordinator or Manager is, our Customer Service Coordinator can assist you. There is no need to repeat every aspect of your complaint; however you may wish to provide additional specific information in writing from the previous step. If still unsatisfied, you have a right to appeal.

### Step 3 - Internal review

If the complaint has not been resolved at step 2, or you are not satisfied with the outcome of the investigation, you can request an internal review. This will be completed by a General Manager not within the business area. The review will be independent of the person who originally took the action, made the decision; or provided the service that the complaint is about. This request does not need to repeat the preceding written information however it must contain full details of why you are dissatisfied with the way it has been handled. If unable to be resolved by the General Manager, the complaint will be escalated to step 4.

### Step 4 - External review

If you are not satisfied and wish to appeal a decision made, or action taken, Council will advise you of the relevant external agency to raise your complaint with. Agencies include the Victorian Ombudsman, Victorian Independent Broad-based Anti Corruption Commission (IBAC), or Victorian Civil and Administrative Tribunal (VCAT).

### What if I am still not satisfied?

We are confident the majority of complaints received can be resolved, however we recognise that we may not be able to satisfy every customer on every occasion.

If the complaint still remains unresolved the customer may wish to explore other avenues.

### Victorian Ombudsman

The Ombudsman is an independent officer of the Victorian parliament who investigates complaints about the state government departments, most statutory authorities and local government.

Phone: 03 9613 6222  
Toll Free: 1800 806 314  
Email: [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)  
Web: [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

There is a complaint form on the Ombudsman's website, or you can ring and request one.

Services provided by the ombudsman are free; however, the ombudsman does not accept all complaints.

---

Cnr Hare & Heygarth Streets  
Echuca VIC 3564  
PO Box 35 Echuca VIC 3564  
P: 1300 666 535 | 03 5481 2200  
E: [shire@campaspe.vic.gov.au](mailto:shire@campaspe.vic.gov.au)  
[www.campaspe.vic.gov.au](http://www.campaspe.vic.gov.au)

Updated 30 November 2021