



Your response to our service and facilities is very important. We value customer feedback and use it to improve our organisation.

We aim to meet the diverse needs of our customers by providing customer service that is friendly, helpful and professional. We understand that we may not be able to satisfy everyone, on every occasion. If you are not satisfied with our service and you have a complaint, please contact us. This brochure explains how you can lodge a complaint and how your complaint will be handled. Senior managers and members of our Customer Service Working Party regularly review complaints.

What is a complaint?

A complaint is generally any expression of dissatisfaction with the Council's policies and procedures, quality of service, fees and charges or follow-up communication.

The Council does not regard the following as complaints: requests for service, such as collection of garbage or sweeping of streets; reports of damaged or faulty Council infrastructure such as blocked road drains or blown street lights; requests for information or explanation of policies, procedures and decisions of Council; concerns about neighbours or neighbouring property such as barking dogs, loud music or unauthorised building work.

However, the Council does want to hear from you about any of these matters — and if we fail to provide the appropriate service, that is grounds for a complaint. For example, if you report a blocked drain and the Council fails to respond, then you have reason to lodge a formal complaint against the Council.

How do I make a complaint?

Generally, you can make a complaint in-person or by telephone or letter. For more complicated and serious matters you may be asked to make a written submission.

Any Councillor or member of staff can accept a complaint. When making a complaint, all you have to do is give your name, address, contact telephone number and a brief description of the problem.

Once we have received your complaint, we pass it to the relevant Council section for action and response. Your complaint is also lodged with the Council's Customer Services and Marketing Manager who will monitor the matter and make sure you get a timely response.

We aim to respond to your complaint within seven working days, but sometimes it may take longer if the matter is complicated. If we anticipate a delay, we will acknowledge your complaint and let you know when a detailed response is likely.

Taking your complaint further

While most complaints will be satisfactorily resolved, you have the right to seek a second opinion. In such cases, all

details of your complaint will be referred by the Customer Services and Marketing Manager to either a Divisional Director or the General Manager for careful consideration. The person handling the matter may need to contact you before making a final decision. Once again you will be kept informed of the progress of the matter.

The Council is confident it can resolve the majority of complaints and appreciates the opportunity to respond to your concerns. There are a number of State Government organisations that can review the actions and decisions of Council and it is your right to contact them.

- The **NSW Department of Local Government** helps make sure local councils act fairly and reasonably by receiving complaints on the conduct and management of councils, including pecuniary interest matters. The Department undertakes preliminary enquiries before determining whether formal investigations are required. The Department advises only a small proportion of enquiries result in investigations.

The NSW Department
of Local Government
Locked Bag 1500
Bankstown NSW 2200
Telephone 02 9793 0793
Facsimile 02 9793 0799
Email dlg@dlg.nsw.gov.au

- The **Anti-Discrimination Board** investigates actions or decisions of public or private organisations, including local councils, in relation to breaches of the Anti-Discrimination Act. Such actions or decisions might relate to discrimination or harassment because of a person's sex, pregnancy, race, colour, nationality or ethnic background, marital status, disability, homosexuality, age or transgender.

Anti-Discrimination Board
PO Box A2122
Sydney South NSW 1235
Telephone: 02 9268 5555 or
Toll free 1800 670 812
Facsimile 02 9268 5500