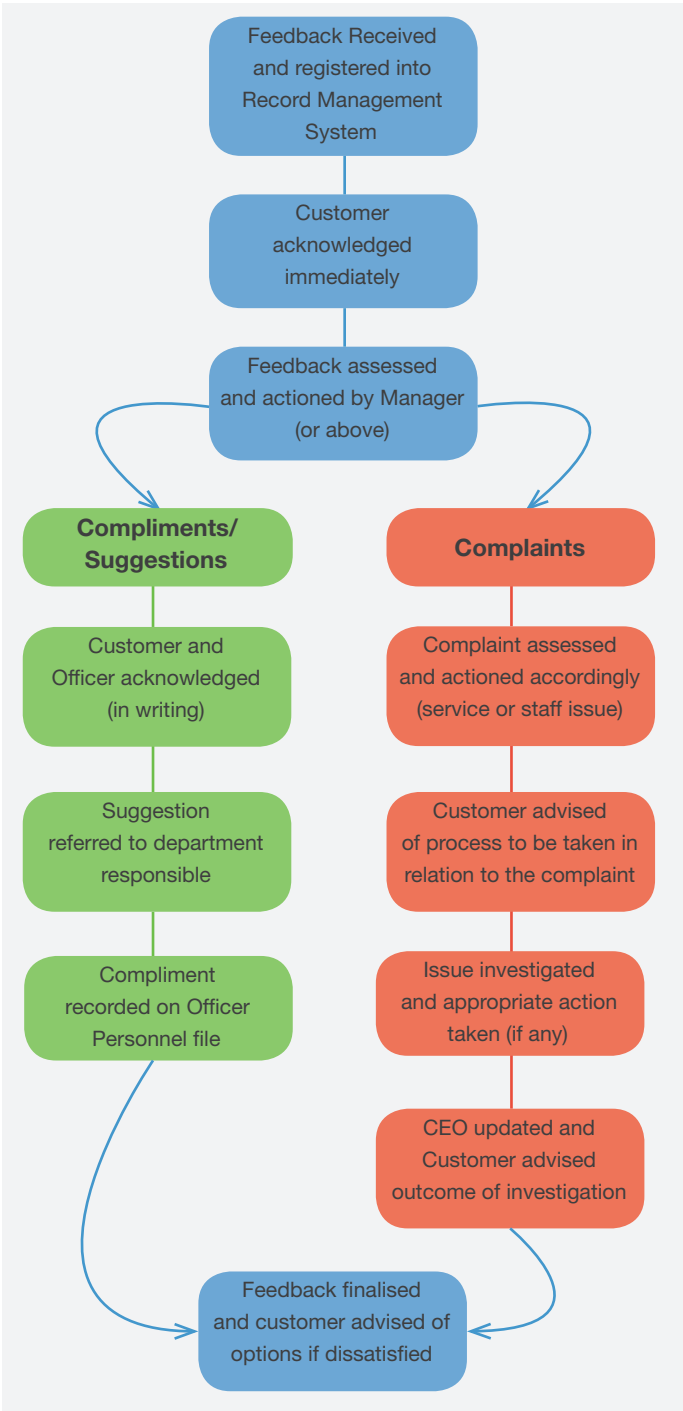


Feedback life cycle



Still dissatisfied?

If dissatisfied with the outcome of the City's decision you may choose to take the matter further by lodging a complaint with the Ombudsman's Office on (08) 9220 7555 or 1800 117 000 (toll free for country callers), mail@ombudsman.wa.gov.au or www.ombudsman.wa.gov.au.

While you are entitled to refer your complaint directly to the Ombudsman at any time, we would encourage you to contact the City to investigate your complaint in the first instance.

How to contact us

Online: www.armadale.wa.gov.au

Also find us on Facebook or Twitter

CityofArmadale

@CityofArmadale

Call: (08) 9394 5000

Fax: (08) 9394 5184

Email: info@armadale.wa.gov.au

In writing: Chief Executive Officer
City of Armadale
Locked Bag 2
Armadale Western Australia 6992

In person: Administration Office
7 Orchard Avenue
Armadale WA 6112

7 Orchard Avenue Armadale WA 6112
08 9394 5000
info@armadale.wa.gov.au
www.armadale.wa.gov.au



Available in alternative formats on request.



Customer Feedback Protocol



Customer feedback

The City of Armadale has made a commitment to the community to provide a service that is of the highest quality, however there are times that even our best endeavours may not have reached the standard for which we strive for.

With this in mind we have developed a feedback handling protocol to monitor the level of service provided to our community. It is accessible to anyone, it is easy to use and it can take any form ranging from a simple survey, an email, in person, a phone call or a letter.

In order that your feedback is reviewed efficiently the City has nominated officers to review and attend to your enquiry or suggestion. These officers are responsible for ensuring that your feedback is acknowledged, actioned and resolved within a reasonable time frame (for most enquiries this is usually 10 working days) and, where relevant, that you are kept informed.

Assistance

Should you require assistance submitting feedback or lodging a complaint please let us know. The City can arrange to have information available in a variety of ways to assist customers with disabilities, or where English is not your preferred language.



How can you provide feedback?

You can provide feedback in a number of ways:

Telephone: (08) 9394 5000

Fax: (08) 9394 5184

Email: info@armadale.wa.gov.au

Write to: Chief Executive Officer
City of Armadale
Locked Bag No 2
Armadale WA 6992

In person: Administration Office
7 Orchard Avenue, Armadale

Website: www.armadale.wa.gov.au

Other: Community issues may also be raised with one of your ward Councillors.

All feedback will be treated with the utmost care and confidentially at all times.

Complaints

Complaints are an important part of our business and greatly assist us in ensuring we are meeting our obligations.

What constitutes a complaint?

The Australian Standard (AS ISO 10002-2006) defines a complaint as:

“expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected”

The City of Armadale’s definition of a complaint is:

“An expression of dissatisfaction where we promised to provide you or promised to deliver to you anything - and failed, for whatever reason.”

What is not considered a complaint?

We don’t consider any of the following a complaint:

- General enquiries.
- A request for service.
- Neighbourhood dispute (e.g. dog barking, untidy verge, noise).
- Request for information, explanation or objection to a Council decision or action.

Who can make a complaint?

Anyone that is dissatisfied or concerned about the standard of service received, the conduct of an officer, or the actions or lack of action by City Officers, its appointed contractors or agents.

Customers dissatisfied with a formal decision of Council or City Officers are encouraged to discuss the matter with officers before lodging an appeal or review with the relevant authority, as there may be prescribed appeal or internal/external review processes that apply.

Anonymous complaints will be received but not necessarily acted upon.

Complaint Process

The City has adopted a three stage approach of dealing with complaints.

First Stage	Most complaints should be resolved at this level, generally at the front counter, over the telephone or by email.
Second Stage	Complaints unresolved shall be investigated by a Manager or above and the outcome reported to the Chief Executive Officer.
Third Stage	If still unresolved the Chief Executive Officer will review the nature of the complaint and may assign it to a specialist complaint handling officer.

Where a complaint is found to be justified, appropriate corrective action will be taken.