

Complaint Handling



1 June 2018

Objective

The purpose of this Information Sheet is to provide our Customers with the guidelines on how to lodge a complaint with the Shire of Augusta Margaret River (SAMR) and the processes we will follow to resolve a complaint.

What is a Complaint

The Shire considers a complaint to be an expression of dissatisfaction with a process, product or service such as:

- Insufficient information communicated about products, services or policies
- Customers not receiving a product or service when they expect it
- Products of poor quality
- Delivery of services which do not meet customers expectations

The following is not considered a complaint:

- A request for service
- A request for information or an explanation of a policy or procedure
- An appeal against a decision that is subject to other appeal processes such as dissatisfaction with a planning approval determination by the Shire
- A freedom of information enquiry
- An appeal against an infringement or fine issued for non-compliance of State Acts, Regulations or Local Laws
- Complaints by one member of the community about another member

To make a complaint

Complaints can be lodged in writing, in person, online or email by using following methods:

- Attending the Margaret River Civic Administration Centre (MR CAC) or Augusta Office and filling out the Form (Customer Service staff can provide assistance if required)
- Completing the Customer Feedback Form online on our website located at www.amrshire.wa.gov.au/services/customer-service-centre
- Requesting a Form be emailed or posted for return via either of the following methods;
 - Email to amrshire@amrshire.wa.gov.au; or
 - Post to PO Box 61, Margaret River WA 6285; or
 - Drop it into our Offices at Margaret River Civic Administration Centre, 41 Wallcliffe Rd, Margaret River or Augusta Office, 66 Allnut Tce, Augusta.

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Confidentiality

We can assure you that your personal information or any personal information of named persons who are the subject of a complaint (including Shire staff), will be protected from public disclosure and only used for the purposes of addressing the complaint.

Responding to Complaints

The Shire will acknowledge your complaint within 48 hours and attempt to resolve and respond within 10 days. Where a complaint outcome is delayed due to the nature of the complaint or associated process, complainants will be provided with a status report by the responsible Officer.

If you have any queries, please contact the Shire on 08 9780 5255.

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Customer Feedback



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We encourage customers to voice their feedback if you have an appreciation, complaint, concern or suggestion by writing to us, phoning us or completing the form below.

We appreciate and take our customers feedback seriously as an opportunity to improve the way we do Business. We will work towards increasing the satisfaction of our customers and work to continually improve our services by listening and responding to our customer’s feedback as efficiently and effectively as possible.

<input type="checkbox"/> Customer Service	<input type="checkbox"/> Septic applications	<input type="checkbox"/> Local Law Permits
<input type="checkbox"/> Public Facilities	<input type="checkbox"/> Food Permit applications	<input type="checkbox"/> Rubbish and Recycling
<input type="checkbox"/> Waste Facilities	<input type="checkbox"/> Building applications	<input type="checkbox"/> Caravan Parks
<input type="checkbox"/> Parks and Gardens	<input type="checkbox"/> Planning applications	<input type="checkbox"/> Community Development
<input type="checkbox"/> Roads, Footpaths & Signs	<input type="checkbox"/> Domestic Animal management	<input type="checkbox"/> Finance and Rates
<input type="checkbox"/> Works	<input type="checkbox"/> Firebreaks	<input type="checkbox"/> Other (please specify)
Name		
Postal Address		
Phone No		Email
<input type="radio"/> Appreciation <input type="radio"/> Suggestion <input type="radio"/> Concern <input type="radio"/> Complaint <input type="radio"/> Request		
Feedback:		

CUSTOMER FEEDBACK