

# PROVIDING FEEDBACK

Our staff endeavour to provide you with outstanding service that will satisfy your needs. If you have a suggestion on how we can improve our service, please let us know. Likewise, if you have received outstanding service from us, we would love to hear about it!

# CUSTOMER CHARTER

At Warrnambool City Council, we pride ourselves on providing the best possible customer service to our community.

Our commitments are to:

- Excellence
- Integrity
- Accountability
- Equality
- Initiative

You can obtain a full copy of our Customer Charter from our contact centre at 25 Liebig Street or on our website at

[www.warrnambool.vic.gov.au](http://www.warrnambool.vic.gov.au)

## CONTACT US

**WEB:**

[www.warrnambool.vic.gov.au](http://www.warrnambool.vic.gov.au)

**CALL:**

03 5559 4800

**DROP IN:**

25 Liebig Street, Warrnambool VIC 3280

**POST TO:**

PO Box 198  
WARRNAMBOOL VIC 3280

**FAX:**

03 5559 4900

**EMAIL:**

[wbool\\_city@warrnambool.vic.gov.au](mailto:wbool_city@warrnambool.vic.gov.au)

**LIVE CHAT:**

Visit our website and click on  
'Live Chat – Online'

Interpreter service available

**ABN** 44 594 264 321

# FEEDBACK & COMPLAINTS RESOLUTION CENTRE

MAKING A DIFFERENCE



# RESOLUTION CENTRE



This section of the brochure will provide you with the guidance you will need when making a complaint to Warrnambool City Council. Remember, help is always at hand. If you would like to discuss the process further, please contact the City Assist (details overleaf).

## WHAT IS A COMPLAINT?

You may make a complaint if you are dissatisfied with the service we provide or when we have failed to comply with our policies or procedures. You can also make a complaint if we may be liable for property damage or loss, or you are unhappy by the actions of Council (representatives, employees or contractors) including allegations of misconduct or abuse.

## WHAT DO I DO WHEN I HAVE A COMPLAINT?

Talk to us first. We may be able to assist with your complaint and resolve the issue for you. If not, we will refer you to the most appropriate officer.

You can assist us by providing your name and current details, the nature of the complaint and copies of any relevant correspondence. It would also be very useful for us to understand what it is that you need done to feel the matter is resolved.

## ADVOCATES

Council acknowledges that some customers may require an advocate, such as family or friends, to speak on your behalf, or agencies whose role is to advise people about their rights and responsibilities and to act on their behalf. For further information on advocates, please contact City Assist.

## WHAT WILL HAPPEN WHEN I LODGE A COMPLAINT?

Once we have received your complaint, we will send you an acknowledgement within 5 working days. The acknowledgement will contain the contact details including the name and department of the officer responsible for your complaint.

Although we aim to resolve your complaint as soon as possible, some matters are more complex and take a little longer to resolve. We will endeavour to

keep you informed and you can enquire about the progress of your complaint at any time by contacting the responsible officer.

## WHO CAN I CONTACT IF I AM NOT SATISFIED WITH THE RESOLUTION OFFERED?

If you are unsatisfied with the resolution provided, you may request that the complaint be referred to a higher level.

If you are still unsatisfied with our attempts to resolve your complaint, you may wish to express your concerns to the Victorian Ombudsman. However, before you contact the ombudsman, we would like the opportunity to address your complaint first.

For further information on the ombudsman, please visit [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au) or call 1800 806 314.