

OUR COMMITMENT TO YOU

All complaints will be reviewed in a timely and efficient manner and we aim to resolve all complaints within 5 working days.

We also aim to resolve issues in a non-confrontational and non-adversarial way and expect that customers will treat our staff in the same way.

Please refer to the Shire's Complaints Policy at www.peppermintgrove.wa.gov.au



How to contact us and make a complaint

Telephone: 9286 8600

In Person:

1 Leake Street
Peppermint Grove

Office hours are 8:30am to 5:00pm
Monday to Friday
(excluding public holidays)

By email:

admin@peppermintgrove.wa.gov.au

In writing:

Grievance Handling Officer
Shire of Peppermint Grove
PO Box 221
COTTESLOE WA 6011

How to make a complaint at the Shire of Peppermint Grove



*And help us improve our
service to you*

The Shire of Peppermint Grove recognises the right of customers to complain when feeling dissatisfied.

We undertake to try to resolve complaints where possible and to prevent similar complaints from happening again.

OUR OBJECTIVES

- To recognise, promote and protect the customer's right to complain about their dealings with the Shire of Peppermint Grove
- To ensure an accessible complaints procedure is in place
- To recognise the need to be fair to both the complainant and the organisation, or the person being complained about
- To provide a mechanism for responding to complaints in a timely and courteous manner

- To determine and implement remedies if appropriate
- To provide adequate resources to support the complaints management process
- To provide an appeal and review process
- To record, assess and review complaints on a regular basis to ensure responsiveness and on-going commitment to service improvement

WHAT IS A COMPLAINT?

A complaint is a grievance against a process or the quality of service that a customer receives.

A complaint is not:

- Requests for service
- Requests for information or explanation of policies or procedures
- Lodging an appeal in accordance with standard policy or procedure

HOW TO MAKE A COMPLAINT?

The Shire has a Complaints Policy and Procedure that guide the way we handle a complaint.

Customers can make a complaint in person, in writing, by telephone or by email.

A Complaints Handling Officer has responsibility for coordinating our response to complaints.

WHAT IF YOU ARE STILL NOT SATISFIED?

An appeal process exists if customers are not satisfied with the response to their complaint. An appeal can be lodged with the Chief Executive Officer or the Shire President (as the case may be).

A complaint cannot be made where another avenue of appeal already exists such as the State Administrative Tribunal (SAT).