



# **Shire of Morawa**

# **Complaints Handling Procedure Morawa Wastewater Scheme**

*October 2016*



# Shire of Morawa

## Complaints Handling Procedure Morawa Wastewater Scheme

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## Purpose

The Shire of Morawa as a Water Services Licence operator has an obligation and responsibility under its Water Licence provisions as determined by the Economic Regulatory Authority's *Water Act Guidelines* to provide a Complaints Handling Policy. This policy is based on *AS ISO 10002 – 2006: Customer satisfaction Guidelines for complaints handling in organisations*.

## Scope

The procedure applies to any individual or representative that has communications with the Shire of Morawa. These communications include all public interactions with any Shire of Morawa staff member and may be in any form such as written, verbal or face to face. These procedures have been developed to support and expand on the Shire of Morawa Customer Service Charter for Morawa Wastewater Services.

## Background

The Shire of Morawa is a Local Authority which leads integrated waste management and resource efficiency in the Shire of Morawa through program delivery. This policy and procedure enables stakeholders to make complaints in regard to the standard of services provided by the Shire of Morawa under its Customer Service Charter for Morawa Wastewater Services.

This document will be made publically available through the Shire of Morawa website [www.morawa.wa.gov.au](http://www.morawa.wa.gov.au) or in hard copy or large print on request.

## Definitions

Australian Standard	Australian Standard <i>AS ISO 10002 – 2006 Customer Standard-Guidelines for complaints handling in organisations</i> . This procedure is based on the current Australian Standard.
Complainant	Person or entity affected by the action or inaction of the Shire of Morawa.

Complaint	<p>An expression of dissatisfaction with a specific action or service of the Shire of Morawa, including the failure by the Shire of Morawa to comply with the provisions detailed in the Customer Service Charter for Morawa Wastewater Services.</p> <p>Complaints are to be resolved within 15 business days of the receipt of the complaint.</p>
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## About Complaints

Customers are entitled to make complaints where there is an issue or a perceived issue relating to the Morawa Wastewater Scheme that is of some concern to them. This may be relating to an emission, such as an odour, a spillage or a blockage or any other issues that are of a concern.

The continual improvement of the complaints handling process and the quality of services are a permanent objective of the Shire of Morawa.

## How Complaints Are Made

Customers can lodge complaints in the following manner:

Phone        0899711204

Email        [admin@morawa.wa.gov.au](mailto:admin@morawa.wa.gov.au)

Fax         08997711284

Letter       Shire of Morawa

PO Box 14

Morawa WA 6623

In Person     Shire of Morawa Administration Centre

26 Winfield Street

Morawa WA 6623

Shire of Morawa staff will assist customers in making a complaint where special assistance is required to allow access to the complaints

process. Staff dealing with customers will be made aware of the complaint handling process.

The complaint resolution process through the Shire of Morawa is at no cost to the complainant and resolution of the complaint will be completed within fifteen days. Complainants should also be informed that they have the option of choosing not to use the Shire of Morawa's complaints procedure as an approved scheme under the Water Services Act 2012 and may choose to contact the Water Services Ombudsman or the Department of Water.

These agencies may also be used, should the complainant want to appeal a decision of the Shire of Morawa. An appeal may also be made under regulation 222 (2) (k) of the Water Services Code of Conduct (Customer Service Standards) 2013 – Reg 35 relating to an appeal being made to the State Administrative Tribunal.

Agency contacts are as follows:

The Department of Water

The Atrium

168 St Georges Terrace

PO Box K822 PERTH WA 6842

Tel: (08) 6364 7600 Fax: (08) 6364 7601

[www.water.wa.gov.au](http://www.water.wa.gov.au)

Energy & Water Ombudsman

Economic Regulation Authority

Tel: 1800 007 007

State Administrative Tribunal

GPO Box U1991

Perth WA 6845

Phone: (08) 9219 3111 or 1300 306 017 Fax: (08) 9325 5099

[http://www.sat.justice.wa.gov.au/\\_apps/contacts/contactForm.aspx?page=contactForm&departmentId=42](http://www.sat.justice.wa.gov.au/_apps/contacts/contactForm.aspx?page=contactForm&departmentId=42)

## **Treatment of Complaints**

The Shire of Morawa has a customer focused approach, and will be open to feedback including complaints and show commitment to resolving complaints by its actions.

Each complaint will be addressed in an equitable, objective and unbiased manner through the complaints handling process.

A complainant is entitled to confidentiality and personally identifiable information concerning the complainant should be available where needed, but only for the purposes of addressing the complaint within the organisation and should be actively protected from disclosure, unless the customer or complainant expressly consents to its disclosure.

Access to the complaints handling process through the Shire of Morawa will be free of charge to the complainant.

Every reasonable effort will be made to investigate all the relevant circumstances and information surrounding a complaint.

The Shire of Morawa will work to resolve the complaint within fifteen (15) days.

## **Complaint Processing Procedure**

1. The complaint is to be recorded and registered in the incoming mail register and the Shire of Morawa Waste Water Treatment Scheme Complaint Register then immediately forwarded to the Executive Manager Development and Administration (the EMDA).
2. An acknowledgement of the complaint is to be sent to the complainant upon receipt of the complaint.
3. The EMDA is to contact the complainant to discuss the complaint, find out further information and explain how the complaint will be dealt with including confirming when the complaint is expected to be resolved.

4. Where the complaint is a result of a noncompliance, the EMDA will immediately report the “noncompliance” to the relevant agency having oversight of the Scheme.
5. The EMDA will update the complainant on the progress of the complaint throughout the process of resolving the issue.
6. Following the investigation of a complaint, the complainant will be notified of the outcome of the complaint including the decision made and the action taken. Where the issue is related to the Shire of Morawa operations, the Shire will take steps to correct the problem and to prevent it happening in the future.
7. The complaint register will be updated with the details of action taken and the date that the complaint was resolved.



## Appendix A Complaint Form

Officers Name (receiving the complaint) \_\_\_\_\_

Officers Title \_\_\_\_\_

Date/Time Received \_\_\_\_\_

Form of Complaint \_\_\_\_\_

Brief description of complaint \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Referred to CEO for allocation (tick) Yes  No

Name of and Position of Officer Complaint Referred To

Entered in Complaints Register (tick) Yes  No

Due Date to Complainant (15 days) \_\_\_\_\_

Date of Completion of Review \_\_\_\_\_

Date of Notification of Complainant \_\_\_\_\_

File Notes

\_\_\_\_\_

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