



Compliments, Complaints & Suggestions

How do you make these, and what happens next?

Our customers, our focus
Ko te mea nui, he tangata



1 Compliments, complaints & suggestions are welcome

Compliments, complaints or suggestions: we want to hear from you. The Council's aim is to make it easy for you to give us your views and concerns, to make our services more responsive to your needs. We need to know what we're doing well, what we're not doing so well and any ideas you may have on Council enhancing its current services or in providing new services.

So please don't hesitate to contact us. Prime contact channels and methods of submission can be found at the end of this brochure.

2 Defining compliments, complaints and suggestions

Compliments

A compliment can be about any service provided by Council, whether this relates to an individual staff member, a Council contractor or the organisation in general.

Complaints

A complaint can be about the standard of service, action or lack of action by the Council, or its staff affecting an individual customer or group of customers.

Suggestions

Examples of suggestions could include:

- ideas on how Council can improve its services

- comments in relation to any projects, the Annual Plan or the Long Term Council Community Plan (LTCCP)

3 What happens with your compliment, complaint or suggestion

Compliments

All compliments will be registered and sent to the appropriate managers who will ensure that the relevant employees / contractors are recognised and acknowledged.

Compliments will also be publicised within Council's internal communication systems.

Complaints

All complaints will be registered and tracked in a central system.

Your complaint will be:

- dealt with promptly
- handled fairly and politely
- investigated thoroughly

and you will be informed of the outcome.

▶ **Stage 1: First complaint**

Your complaint will be forwarded to the appropriate department for a response and appropriate action. We will acknowledge your complaint



either in writing or by phone within three working days and aim to have a response to you within 10 working days. If this target cannot be met, you will be informed of the reason for the delay, and the new target for responding.

► **Stage 2:**
Your complaint has been investigated, but you are still not satisfied

Your complaint will be investigated by the manager of the service concerned and this time monitored by the Group Manager: Customer Services. Again we will acknowledge your complaint within three working days and aim to either respond to you within 10 working days or explain why it will take longer and when we expect to provide you with a response.

If you are not satisfied with the manager's decision, then your complaint will be referred to the Group Manager responsible for the service.

► **Stage 3:**
Issues resolution

Council provides an issue resolution process that may be invoked by either a customer or a Council manager if not satisfied by the outcomes of Stages 1 and 2 above, subject to the agreement of the Issue Resolution Manager.

► **Stage 4:**
Still not satisfied, what can you do?

If your complaint still has not been settled to your satisfaction, the Chief Executive Officer may refer you to the Ombudsmen. You have the

right at any stage of the process, to complain to the Ombudsmen yourself but the Ombudsmen will normally expect you to have gone through Council's complaints procedure first.

The Ombudsmen is completely independent and free and can be contacted on:

Telephone: (09) 379 6102 or (09) 379 6103

By Fax: (09) 377 6537

In writing: The Ombudsmen,
P O Box 1960, Auckland

By Email: complaint@ombudsmen.govt.nz

For more information:
www.ombudsmen.govt.nz

For consumer information you can contact the Consumers Institute: www.consumer.org.nz

Matters for which there is a right of appeal and/or legal remedy, for example insurance claims or an appeal regarding consent conditions, are to be referred to the manager of the service concerned.

Suggestions

All suggestions will be registered and forwarded to the manager responsible for the relevant service. Once your suggestion has been considered, you will be advised of the outcome.



4 Contacting Council and methods of submission

Whilst we are happy to receive your compliment, complaint or suggestion in a format that suits you,

Waitakere City Council contact options

Prime channel	Contact details	Method of submission
Telephone, through the Call Centre	(09) 839 0400	Verbal
Email	info@waitakere.govt.nz	Personal email Using our Compliments, Complaints & Suggestions form located on our Council website: www.waitakere.govt.nz
Visit in person	Civic Centre 6 Waipareira Avenue, Henderson Other Council offices, including Libraries, for which addresses are listed in the Telecom Directory or accessed via Council's website	Verbal and/or by filling in details on our Compliments, Complaints and Suggestions form.
Correspondence	Waitakere City Council Private Bag 93109 Henderson WAITAKERE CITY Att: Complaints Process Coordinator	Letter or by using our Compliments, Complaints & Suggestions form.
Fax	(09) 836 8001	Free formatted fax and / or attaching our Compliments, Complaints & Suggestions form.

for your ease of access, a Compliments, Complaints & Suggestions form is available for you to use. This form can be accessed via our website, collected from Council's offices, libraries and service centres or posted to you upon request.

5 Thank you

Thank you for taking the trouble to read this booklet. We hope that you will find using the Council's services and facilities a positive experience. By providing you with a central system for logging and tracking

compliments and complaints we aim to provide you with an enhanced level of customer service. The Council will in turn be putting to good use the knowledge we gain from you through this process.

