



City of
Melville

Item Number 20/8126 – Customer Feedback Policy
Leanne Hartill Manager Neighbourhood Development

- Sept 2016 Council **Complaints Management Policy CP-101**
- Nov 2016 Reporting amendment to Policy CP-101
- July 2018 Council Policy **CP-107 Managing Unreasonable Conduct by Customers**



- City has participated in the Customer Service Excellence Certification since 2008
- March 2019 certified to the Complaints Handling Framework (CSIA – CHF 2015) via the Customer Service Institute of Australia based on International Standards Organisation (ISO) 10002:2014 – ‘Quality Management – Customer Satisfaction – Guidelines for complaint management in organisations.
- These accreditation's guide all customer improvements



June 2019 Inquiry Report

- Recommendation 2 *“That consideration be given by the Council to engage an independent person to review and act on complaints about City processes and decisions for a period of three months from the date of this report.”*
- Customer Science undertook an independent review including verification of current documents, site assessments, interviews and observations
- The proposed Customer Feedback Policy is one of a number of both strategic and operational documents recommended following this independent review

