



- You may lodge your compliment or complaint:
- In person from 8.30am to 5.00pm Monday to Friday at Council's Customer Service Centre.
 - By email to council@randwick.nsw.gov.au
 - By letter to 30 Frances Street, Randwick NSW 2031.
 - By facsimile to (02) 9319 1510.
 - By telephone on 1300 722 542.

Copies of the form in this brochure are also available from Council's website: www.randwick.nsw.gov.au.

General requests for service or information should be directed to:
 Customer Service Centre
 Randwick City Council
 30 Frances Street
 RANDWICK NSW 2031
 Tel: 1300 722 542
 Fax: (02) 9319 1510
 Email: council@randwick.nsw.gov.au.

Other organisations that investigate complaints about Councils are listed, along with their contact details, in Council's Compliments & Complaints Policy, available from Council's Customer Service Centre or on our website www.randwick.nsw.gov.au.

What is a Complaint

For the purpose of Council's "Customer Compliments & Complaints Policy" a complaint is any expression of dissatisfaction with:

- Council's procedures, charges, employees, agents, quality of service or products sold or provided.
- A decision taken by an officer in implementing Council's Policy
- Council's decision making process.



Compliments & Complaints

A guide for customers



Randwick City Council
 Reply Paid 80751
 RANDWICK NSW 2031

Delivery Address:
 30 Frances St
 RANDWICK NSW 2031

No stamp required
 if posted in Australia



We value your feedback

Council wants to hear from our customers. If you are unhappy with a service that Council has provided let us know so that we can fix the problem quickly. We also want to hear if you are happy with our service, so that we know what is important to you. Your feedback will help us to continually improve our services.

Our commitment to you

We are committed to:

- Treating our customers with courtesy, patience and sensitivity
- Meeting our Service Standards
- Responding quickly and effectively to complaints
- Being fair, flexible and responsible when resolving complaints
- Seeking satisfactory outcomes for all.

How to make a compliment or complaint

You can lodge a compliment or complaint about a Council service in a number of ways: by using the reply paid form in this brochure; in person at Council's Customer Service Centre; or by email, letter, facsimile or telephone.

If you don't use the form provided here please make sure you include the same information in your letter, email or phone call as this will help us to resolve your complaint in a timely manner.

What we will do

If we receive your complaint in writing we will acknowledge it. In all cases we will let you know the name and contact details of the person handling your complaint. We will respond to urgent matters immediately, simpler matters within 3 working days and more complex matters within 21 working days.

If we cannot meet these timeframes, we will let you know.

More information about confidentiality and how complaints are prioritised and managed can be found in Council's Compliments and Complaints Policy. This policy is available on our website www.randwick.nsw.gov.au.

CUT, FOLD & SEAL

Compliments and Complaints

Completed forms may be handed to a Council officer, faxed or posted to Council

My contact with Council was on/...../..... with at
Name of Section/Officer Location

The service I received/enquired about was:

I was/was not satisfied with the service/decision that I received because:

What I would like to see happen is:
(i.e. your ideas and suggestions on how we can fix the complaint/problem etc)

I would like this compliment/complaint kept confidential: Yes No I would like a reply: Yes No

Mr/Mrs/Ms/Miss/Other..... Family Name Given name

Address.....

Suburb..... State..... Post Code.....

Telephone..... Fax Email

Signature Date/...../.....

Randwick City Council appreciates your support and feedback. Thank you for your time.

Office use only

Where this form has been completed by a Council officer on behalf of a customer (who has lodged either in person or over the phone)

Council officer's name..... Telephone..... Date...../...../.....

Please send a copy of the completed form to the Information Management Team to register.