



Customer Complaints Procedure

Irrespective of the manner in which the complaint was received a response to the complaint can be expected within five working days. If an Ombudsman has submitted a complaint on behalf of a customer, we will also try to respond to the Ombudsman within five working days.

There are times when it is not possible to meet this deadline. For example, where a complaint is a complex one or the Ombudsman needs to be briefed on the outcome of the investigations. In these cases, we will endeavour to keep the customer informed of the progress.

Form of complaint

A complaint may be lodged in person, by phone, letter or email and responded to in the same format or by meeting with the Manager of the relevant section to discuss the complaint. However, a Customer Complaint Form must be completed.

The Chief Executive Officer is responsible for overseeing the management of complaints from the public concerning Council affairs.

Any Councillor in receipt of a complaint should refer the matter directly to the Chief Executive Officer.

To assist Council in dealing with your complaint a customer should complete a Customer Complaint Form.

Internal review and escalation

Experience has shown that the majority of complaints will be satisfactorily resolved by the relevant Manager. However, a person who is not satisfied with the outcome may request a review of the complaint by the Chief Executive Officer. A request for a review of the complaint to the Chief Executive Officer is to be in writing. The Chief Executive Officer will inform the customer of the findings on completion of an investigation within 5 working days.

Consideration of a complaint

In considering a complaint the relevant Manager or Chief Executive Officer will:

1. examine and analyse the information already available and follow up points requiring clarification;
2. look at the Council Policies which might have a bearing on the complaint;
3. consider any relevant legislation or regulation; and
4. consider whether or not the Council is at fault.

How you can contact us

Phone: 9041 1611
In person: Cnr King and Barrack Streets, Merredin
8.30am – 4.30pm Monday to Friday
Mail: PO Box 42 Merredin WA 6415
Email: admin@merredin.wa.gov.au
Website: www.merredin.wa.gov.au
Facebook: shireofmerredin