

Grievance Resolution



Our Values

As the representatives of the Esperance community, the Council and Shire staff are guided by the values of *PRIDE*:

Professionalism - In the standards and ethics of our actions

Respect - Through courtesy and honesty in our dealings with all people

Integrity - that builds community trust

Dedication - of a committed team that works together to provide leadership for the community

Excellence - in the service that we provide for the community

Our commitment to you

We are committed to:

- Handling all complaints quickly, fairly, effectively, courteously and in a manner which ensures natural justice and due process.
- Responding to complaints in positive terms and never retaliatory.
- Protecting the rights of the complainant as well as staff who receive the complaint, or who may be the subject of a complaint.
- Increasing the level of satisfaction among customers through the delivery of effective and consistent services.

How you can help us

Help us to help you by:

- contacting us via one of our published methods (over leaf)
- providing us with accurate information so we can respond to your enquiry appropriately
- treating our staff with courtesy and respect
- providing us with feedback so we can improve our services

Making a complaint in writing

When a complaint cannot be resolved in person or over the phone, we ask that you put your complaint in writing. When preparing a written complaint, please ensure the following:

1. Provide Contact Details

Include your name, address and phone number/s so that we can respond to your complaint as soon as possible.

2. Be clear and concise

What is your complaint about?

How has it affected you?

What outcome do you want?

3. Be precise

If you can, include dates and timelines relevant to your complaint. This can assist us with the resolution process.

4. Keep a record

It is important to keep copies of any letters or other documents that you send or receive for your own purposes.

An aerial photograph of a coastal town. In the top left, there is a beach with turquoise water and a small pier. The town extends from the beach inland, featuring various buildings, parking lots, and green spaces. The image is used as a background for the entire page.

Top Tips

1. Try not to leave it too late

Please try to raise your complaint within a reasonable timeframe.

By doing this, we will be able to resolve your complaint in a more efficient manner as the evidence is recent.

2. Provide relevant details

If your complaint is in regard to poor customer service or inappropriate staff behaviour, it is helpful if you can provide the name and title of the person who you has caused you grievance.

3. Keep your cool

Please remember to state your complaint clearly and calmly so that we can assist you as quickly and efficiently as possible.

Keep in mind that just as staff will not harass you, equally you as a customer are not entitled to harrass a member of staff.

Complaint resolution process

We will assist you by:

- Providing you with clear and relevant information and information on the Shire of Esperance complaint handling process.
- Listening to your needs and recording your complaint
- Acknowledging your complaint in writing, detailing the action to be taken.

We will do our best to resolve all complaints in a timely manner, keeping you informed of the progress and timeframes involved.

Any complaints of a serious nature involving inappropriate behaviour of staff (rudeness, discrimination or harassment) will be referred to the Chief Executive Officer.

Taking your complaint further

It is within our interest to resolve your complaint as effectively as we possibly can. If, however you are not satisfied with the outcome or you feel it has not been properly resolved or dealt with, you may choose to take it to the WA Ombudsman.

Who is the Ombudsman?

The Ombudsman is an officer of the Parliament who investigates complaints about Western Australian Public authorities including local governments. The Ombudsman acts impartially of all parties in dispute. Their services are free of charge and available to everyone. Further information on how to make a complaint can be found at **www.ombudsman.wa.gov.au**.

How to contact us

Online:

www.esperance.wa.gov.au

Telephone:

08 9071 0666

8.30am to 4.45pm Monday, Tuesday, Thursday and Friday

9.30am to 4:45pm Wednesday
(Public Holidays Excluded)

In person:

Shire of Esperance Administration Building
77 Windich Street, Esperance

8.30am to 4.45pm Monday, Tuesday, Thursday and Friday

9.30am to 4:45pm Wednesday
(Public Holidays Excluded)

In writing:

Shire of Esperance
PO Box 507
Esperance WA 6450
Australia

Fax: 08 9071 0600