

Title: Complaints – General
Policy No: 71
Responsibility: Chief Executive Officer

Version	Decision Number	Decision Date	History
1	17\1228	25/02/97	Adopted
2	19\4604	12/06/07	Reviewed
3	20\0643	26/08/08	Amended
4			

Note: This policy specifically deals with customer requests and not complaints against Council staff or services.

- All customer requests must be recorded and investigated.
- Anonymous requests will be recorded and linked to the ‘Anonymous Caller’ customer in the Name and Address module within Authority.
- Any request considered to be of a vexatious nature must be referred to the Chief Executive Officer along with the reasons why the request is believed to be vexatious.

Guidelines: Dealing with anonymous customers

When requesting services from Council, some customers prefer to remain anonymous. When this happens, advice must be provided to the customer about the *potential* limitations of remaining anonymous for example, where:

- Feedback on the resolution of the request is unable to be provided to the customer;
- There are limitations in pursuing the request to a successful resolution eg. requests to resolve barking dog complaints require dates and times of barking incidents and witnesses to those dates and times, therefore the customer needs to be identified; and
- The request is not able to be satisfactorily investigated on the information initially supplied by the customer and Council requires further information.

Ensure that the level of detail necessary to investigate and resolve the request is obtained from the customer at the time of requesting the service, such as;

- Time and date of incident or thing being requested and/or reported ie. reporting a traffic regulation offence, request to remove illegal signage, request to contain dog at large;
- Location: Name of street, house number, park, laneway; and
- Full description of incident or thing

Response Times

Customer requests will be responded to in accordance with the time frames specified within the Darwin City Council Customer Service Charter and other specific Council policies.