**Customer requests, complaints and feedback**

Managing customer requests and complaints is a priority for the Colac Otway Shire. We commit to service excellence. If we do not meet our commitment we will explain why this has occurred.

To lodge a customer request or complaint you may:

* visit our Customer Service Centre at Rae St, Gellibrand St Colac or Nelson St Apollo Bay
* telephone 03 5232 9400, email inq@colacotway.vic.gov.au or fax us on 03 5232 9586
* by post to Colac Otway Shire PO Box 283 Colac Victoria 3250

We have a Customer Request System to track, respond and report all customer requests and complaints. You can contact our Customer Service Centre at any time to ask for an update on your request or complaint.

We have separate forms for Requests, Complaints and Feedback. The forms are available on our website at <http://www.colacotway.vic.gov.au/> or at our Customer Service Centre’s.

Personal information is managed in accordance with the *Privacy and Data Protection Act 2014* and will only be used for the purpose of handling the complaint.

**Feedback**

Council welcomes comments and feedback about any aspect of its services. Feedback helps us better understand how the community is feeling about our service offer.

You may give your feedback (compliments or suggestions) directly to Council’s Customer Service Centre on 03 5232 9400, by email to [inq@colacotway.vic.gov.au](mailto:inq@colacotway.vic.gov.au), fax us on 035232 9586 or complete the Feedback Form.

**Feedback**

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| What kind of feedback would you like to give? |
| Please **✓** to indicate whether this is a: 🞏 Suggestion 🞏 Compliment |
| What area of council would you like to comment on? |
|  |
| Enter your comments in the space provided |
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| Tell us how we can get in touch with you |
| Name |
| Address |
| Email |
| Telephone Business hours |
| *The personal information requested is required primarily for the provision of the service referred to on this form and will only be shared with those directly responsible for providing that service* |
| Thank you for your feedback |
| ***Office Use Only*** |
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