**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.

**Stage Two – Review and Formal Complaints**

Please complete the “Stage two – Review and Formal Complaint” form if:

You are not satisfied with the outcome of your request for service or complaint. The matter will be referred to the Business Unit Manager for review; or,

If you are still not satisfied with our response, you may make a formal complaint and have the matter dealt with by the relevant General Manager.

**External Review**

If after completion of the review you are still dissatisfied with the process or the outcome, you have the right to contact the Victorian Ombudsman to request an external review of the council’s complaint handling process

The Victorian Ombudsman

Level 9, North Tower 459 Collins Street

Melbourne Victoria 3000

Tel: 03 9613 6222 Fax: 03 9614 0246

Toll Free: 1800 80 6 314

Email: [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)

**Stage Two –Review or Formal Complaint**

|  |
| --- |
| **Ask for a review of a service request or complaint** |
| Name\*: |
| Address\*: |
| Telephone (business hours)\*: |
| Email: |
| Please **✓** appropriate box below |
| 🞏 Business Unit Manager – review request. I have submitted a request to have the matter dealt with by Council and I am not satisfied with the outcome. I now wish to have the matter reviewed by the Business Unit Manager. |
| 🞏 General Manager – formal complaint. The matter has been reviewed by the Business Unit Manager and I am not satisfied with the outcome. I now wish to lodge a formal complaint to the General Manager of the relevant unit |
| Please provide your reasons for seeking a review of your request for service/complaint: |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
| *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* |
| \* indicates required information |
| ***Office Use Only*** |
|  |
|  |