**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 1 – Make a Complaint**

Please complete the “Stage one - Make a complaint” form if you have a complaint, or phone, email or fax us.

Your complaint will be directed to the appropriate business unit for action. We will respond to your complaint within 4 business days. If it is not possible to resolve the matter within the 4 day timeframe we will contact you to provide you with an update and advise when we expect the action to be completed. We will also contact you when the matter has been resolved and provide details of the action taken.

When making a complaint, please ensure that you provide us with all relevant facts including dates, times, locations and contact names. If you have an email address and mobile phone number, please include this information as well.

The personal information requested is required to assist us respond to your request. It will only be shared with those directly involved in resolving the matter. If you do not provide this information, we may not be able to fully assist you.

**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.

**Stage One – Make a Complaint**

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| Name\*: |
| Address\*: |
| Telephone (business hours)\*: |
| Email: |
| Please provide details of your complaint below: |
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| *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*** |
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