

CUSTOMER SERVICE FEEDBACK FORM

Customer Details			
Name:		Date:	
Organisation:			
Postal Address:			
Email Address:			
Phone:		Mobile:	
Preferred Method of Contact	<input type="checkbox"/> Phone	<input type="checkbox"/> Post	<input type="checkbox"/> Email
Feedback Reason			
<input type="checkbox"/> Complaint	<input type="checkbox"/> Request for Service	<input type="checkbox"/> Compliment	<input type="checkbox"/> Suggestion
Have you previously reported this to council	<input type="checkbox"/> No	<input type="checkbox"/> Yes	
Details (might include date, time, location of incident, witnesses, description of worker, etc)			
Outcome sought (if required)			
Declaration			
Name:		Signature:	

We value your Feedback

Snowy Valleys Council is committed to providing outstanding customer service. The Council encourages and values your feedback in accordance with Council's *Customer Service Policy*.

Compliments

At Council, we value your feedback and hearing compliments from our customers and the public.

For individual mentions, we will ensure your positive feedback reaches the staff member or team concerned.

Suggestions

At Council, we value the community's suggestions. They are an important feedback mechanism and a good sign of an engaged and active community. Council will address each suggestion individually based on its merits.

Complaints – Are dealt with through ECM

In accordance with Council's *Complaints Handling Framework*, complaints will be promptly and fairly resolved through a transparent and consistent process. A complaint is viewed as an opportunity to improve.

Complaints are defined as "expressions of dissatisfaction made to or about an organisation related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required"

The Council aims to provide a response to complaints within 15 business days. Where the nature of the complaint requires investigation or a more complex response, the Council will contact the complainant and advise of the expected timeframe for response.

Request for Service – Are dealt with through CRM

Council is available to attend incidents or interruptions to services and infrastructure that we manage and provide for the community. These services include water, sewer, drainage, roads and footpath assets, tress, waste and ranger services. Requests for service are logged in our CRM System.

A Request for Service is defined as "Contact with the council to seek assistance, access to a new service, advice or to inform/make a report about something for which council has responsibility"

PRIVACY STATEMENT

Snowy Valleys Council (council) is collecting your personal information solely for the purpose of administering this application. Council will take all reasonable and appropriate steps to protect the privacy of individuals having regard to the requirements of the *Privacy and Personal Information Protection Act 1998* and the *Government Information (Public Access) Act 2009*. Council will not disclose your personal information to any person or body if it is not directly related to the purpose for which the information was collected. Questions concerning privacy or the use of your personal information may be referred to Council's Public Officer.