

Customer Complaints Policy 7 Adopted 17/2/98

Note: Cabramatta Community Centre Management Committee reserves the right to review, vary or revoke this policy.

1. CCC aims to provide a high quality service to its customers.
2. CCC recognises that feedback from customers is important in ensuring that its services are continuing to meet their needs and for planning appropriate services.
3. CCC believes it is important to encourage its customers to report any dissatisfaction they feel concerning its services so that appropriate remedial action may be taken and opportunities to improve its services are identified.
4. All staff have an obligation to identify and resolve the causes of dissatisfaction to customers without waiting for a complaint to be expressed.
5. Where a complaint does arise, CCC will aim to resolve it in a fair, objective and timely manner and procedures have been developed to assist in this process.
6. Complaints may be made by individuals, groups or organisations. If the customer(s) does not wish to be identified, the complaint may be made anonymously and "Suggestion & Complaint Boxes" will be displayed at the Centre to assist with this.
7. Customers have a right to complain about the service they receive without fear of retribution. CCC's staff will, therefore, ensure its customers feel comfortable to continue using its services after making a complaint.
8. Customers will also be made aware that they have a right to express complaints regarding CCC to appropriate government complaints organisations/services.

End

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