

Customer Complaints Management Framework

Mangrove Creek Dam



Principles

As part of Central Coast Council's quality management commitment to customer complaints, we will:

- Place you at the centre of our services.
- Talk to you honestly and professionally in simple language.
- Make it easy for you to share your feedback or make a complaint.
- Treat all complaints with consistency and fairness.
- Strive for improvement to prevent issues.
- Ensure that our staff are approachable and knowledgeable, providing expert and friendly support to meet your needs.
- Make decisions in the best interests of our whole community.



What is a Customer Complaint?

A customer complaint is an expression of dissatisfaction made to Central Coast Council regarding a Council service, Council official, Administrator or Councillor where a response or resolution is explicitly or implicitly expected.



Our approach






Complainant responsibilities

Customers making a complaint are responsible for:

- Communicating clearly, help us help you by stating the problem and desired outcome.
- Informing us of your current contact details to help us achieve the best results and enable us to close the loop.
- Respectful communication with our staff – let's work together without hostility.
- Keeping us informed, tell us of any changes or if our help is no longer needed.

How to make a complaint


Feedback, compliments and complaints can be submitted via the following ways;




In Person
At our Customer Service Centres:
2 Hely Street, Wyong and
91-99 Mann Street, Gosford
In our Visitor Information Centre
and selected libraries




Telephone
Call 02 4306 7900



Email
ask@centralcoast.nsw.gov.au



Mail
PO Box 20 Wyong NSW 2259



Online
Via our Online Customer Service Centre.
Search 'customer help' at
centralcoast.nsw.gov.au



How we handle complaints

- We respond to urgent issues within one business day.
- We acknowledge all requests within five working days.
- We investigate complex complaints within 20 working days.
- While a resolution may not always be achievable within this timeframe, we will make every effort to reach a satisfactory outcome and keep you informed of any updates.

If you remain dissatisfied, you have the right to request a review of your complaint. You may also contact the NSW Ombudsman for further assistance.



Our escalation & response process

Council's assessment and prioritisation of complaints operates on an escalation basis. More complex enquiries are considered a higher tier rating as follows:



Tier 1a

Customer Service frontline complaint handling - first point of contact



Tier 1b

Complaint lodged and investigated by Water Operations Centre



Tier 2

Complex Customer complaint investigation and internal review required



Tier 3

External review



Common complaints

Common types of complaints received include:

- Water account enquires.
- Water main breaks or meters.
- Water quality (discoloured/taste).
- Low pressure/no water.
- Sewer odours.
- Financial hardship.



Further reading

- Central Coast Council Water and Sewer Customer Charter.
- Central Coast Council Complaints and Feedback Management Procedure and Policy.

For more information visit



centralcoast.nsw.gov.au



Water
and Sewer