

## Customer Complaint Handling Policy (Draft)

Policy Name	Customer Complaint Handling Policy
Version Number	v1.0 (draft)
Policy Date	November 2011
Date to be Reviewed	November 2013
Responsibility	Manager, Corporate and Customer Services
Related Policies / Procedures	GRLC Local Law 2 GRLC Staff Code of Conduct GRLC Customer Service Charter GRLC Disability Access Plan GRLC Information Privacy Statement GRLC Information Privacy Policy
References	<p><b>Victorian Legislation</b></p> <p>The Charter of Human Rights and Responsibilities Act 2006 (Vic) Equal Opportunity Act 1995 Racial and Religious Tolerance Act 2001 Occupational Health and Safety Act 2004 Information Privacy Act 2000</p> <p><b>Commonwealth Legislation</b></p> <p>Racial Discrimination Act 1975 Sex Discrimination Act 1984 Disability Discrimination Act 1992 Workplace Relations Act 1996 Workplace Relations Regulations 2006 Human Rights and Equal Opportunity Commission Act 1986</p>

### BACKGROUND

The Reading Revolution, Library Plan 2008 – 13 includes the following service principle as part of ***The Way We Work*** on page 10:

#### ***Workforce Support and Development***

*We maintain a workplace culture that motivates staff to provide expert services and to strive for excellence*

The Geelong Regional Library Corporation (GRLC) welcomes feedback on our library spaces and facilities, service, programs and events. GRLC is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all customers making a complaint equally.

We value complaints as they assist us to improve our products, services and customer service and this policy has been designed to assist customers and staff.

## DEFINITIONS

**Complaint:** any expression of dissatisfaction or grievance made to staff by a customer or member of the public in relation to GRLC library spaces and facilities, service, programs and events

## SCOPE

This policy applies to all members of the community accessing GRLC library spaces and facilities, service, programs and events.

Complaints can be received via Visitor Feedback Cards, via letter or email, social media or on line at [www.geelonglibraries.vic.gov.au/feedback](http://www.geelonglibraries.vic.gov.au/feedback).

## POLICY

### Responding to complaints

All people making a complaint will be treated with courtesy and thanked for bringing the matter to the attention of our staff. Where possible, complaints will be resolved at the first point of contact.

If a customer complains to a staff member, the staff member will give the customer a Visitor Feedback Card and offer to complete the card on their behalf or direct the customer to the Customer Feedback Box where they can deposit the card in their own time. The card includes GRLC contact details if the customer would prefer to write or make contact through the website.

### Recording complaints

All complaints received will be forwarded to the Corporate and Customer Services Manager and recorded centrally. Recorded complaints will be monitored for any ongoing trends and actions put in place to improve our service delivery. Details of all communication with the customer and any actions taken to resolve the complaint will be recorded in one central location.

### Informing customers of progress

We strive to resolve all complaints promptly and acknowledge receipt of all complaints within seven days. If, at this time further investigation is required an expected timeframe will be provided. The customer will be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.

Customers will be informed of any changes to our services, events and programs as a result of their complaint.

### Escalation of complaints

If we cannot resolve the complaint to the customer's satisfaction, we will inform them how to take further action such as Consumer Affairs Victoria or The Victorian Equal Opportunity and Human Rights Commission.



## Our Service Commitment To You

Our role is to help the community to read, learn and grow.  
We strive to deliver exemplary library services and are dedicated to achieving the following:

1. An efficient service delivered by courteous, confident and committed staff.
2. Easy access to resources and services that are inclusive and that respect our community's diversity.
3. Resources and services that respond to individual and community needs.
4. Library spaces that are inviting, accessible, safe, comfortable and well designed.
5. A timely response to service requests.
6. Provision of current information about the latest programs, services and events.

[www.geelonglibraries.vic.gov.au](http://www.geelonglibraries.vic.gov.au)

## Visitor Feedback

We want to hear your comments and suggestions. Complete this form and hand it in at any library, use the online form at: [www.geelonglibraries.vic.gov.au/feedback](http://www.geelonglibraries.vic.gov.au/feedback) or write to the Corporate and Customer Services Manager, 30 Brougham St, Geelong, 3220. All feedback will be monitored to help us improve the library service. Please include your contact details below if you would like a response.

Your Comments \_\_\_\_\_ Date \_\_\_\_\_

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Name \_\_\_\_\_

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