

Policy number	Policy 104
Policy title	Managing complaints and customer behaviour
Strategic outcomes supported	CL2 – Communication and engagement with community.

Policy objective:

To provide for excellent customer service by the Town.

Policy scope:

This policy applies to all employees, contractors and elected members who work for, or act on behalf of the Town of Victoria Park.

Policy definitions:

Nil.

Policy statement:

1. The Council of the Town of Victoria Park is committed to the excellence in customer service delivery to all its customer segments and stakeholders.
2. Customer Service delivery aligns with the principles of commitments in the Town's Customer Service Charter, relevant industry standards and the WA Ombudsman's best practice.

Practical Implications

Practices to demonstrate;

- a. Transparency and good governance when delivering services, actioning requests and receiving feedback;
- b. Increased customer satisfaction by achieving the right outcome when delivering services, with accountability and continuous improvement;
- c. Consistency in all customer correspondence to meet set standards including resolution of complaints;
- d. Guidance on responding to unreasonably persistent customers.

Related documents

[Local Government Act 1995](#)

[State Records Act 2000](#)

[Town of Victoria Park- Customer Service Charter](#)

[Town of Victoria Park - Code of Conduct](#)

Town of Victoria Park - Record Keeping Plan

Practice 104.1 Customer service delivery

[International Standardisation Organisation - ISO 26000- Social Responsibility](#)

Responsible officers	Customer Engagement Coordinator
Policy manager	Manager Stakeholder Relations
Approval authority	Council
Next evaluation date	May 2027

Revision history

Version	Action	Date	Authority	Resolution number	Report number
1	Approved	19/09/2017	Council	-	Item 15.1
2	Reviewed and amended	20/08/2019	Council	148/2019	Item 10.1
3	Amended	19/11/2019	Council	226/2019	Item 10.1
4	Reviewed and amended	12/04/2022	Council	73/2022	Item 15.5
5	Reviewed	20/05/2025	Council	95/2025	Item 11.3