

POLICY SUBJECT	- 3.22 - Complaints Handling
ADOPTED	- 19 October 2006

A complaint handling procedure is in place through the *Complaints Handling Manual* to record, report and respond to complaints to enable the Shire of Exmouth to continuously improve its services to customers. The Shire of Exmouth cares about what customers think of the Council's services and facilities and the concerns they have about these services and facilities.

The *Complaints Handling Manual* includes the following:

- a formal procedure for customers to make a complaint.
- Guidelines for staff to resolve complaints.
- Information to staff to prevent customers being dissatisfied in the future.

Council supports the Complaints Handling process based on the "*Complaints Handling Manual*" endorsed by Council on the 19th October 2006, or as amended from time to time.