

Complaint Management

Policy scope

The City of Fremantle recognises that complaints have a significant role in improving service to our community and that well handled complaints play a role in turning dissatisfied customers into satisfied customers.

Policy statement

The City of Fremantle welcomes complaints and will provide a fair, accessible and objective process for all customers. The City will use its complaints to identify the need for improvement, or for consideration of new services.

Definitions and abbreviations

Nil.

Responsibility and review information	
Responsible officer:	Manager Customer Experience and Learning
Document adoption/approval details	19 February 2013
Document amendment details	22 September 2021 – FPOL2109-16
Next review date	22 September 2025