

## 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
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