



Complaints Management Policy

Policy Statement

Department of Transport is committed to an accessible, fair and equitable complaints handling process where we work together with our customers to drive business decisions and improvements.

We will partner, collaborate and listen to our customers and stakeholders to ensure our transport planning and services meet the changing needs of the State.

Principles

We will:

- Recognise customer feedback as opportunities to build knowledge and to continually improve processes and services.
- Promptly acknowledge and resolve complaints from customers who are dissatisfied with our decisions, actions or services.
- Provide complaint mechanisms which are accessible and flexible to meet the needs of all customers including people with different needs and people who may require assistance.
- Provide accessible, transparent and accountable processes.
- Address each complaint in a sensitive, equitable, fair and unbiased manner.
- Build a culture of customer service excellence, through leadership, knowledge, empowerment, skills and processes.
- Proactively seek feedback and suggestions for improvement.
- Allocate funding, people and systems to ensure that all complaints are properly investigated.

Objectives

We will design our services to meet current and future needs of our community and use customer feedback to improve processes and services to provide a positive customer experience.

A handwritten signature in black ink, appearing to read 'Iain Cameron'.

Iain Cameron
A/Managing Director