

Customer complaints management 2014/15

The Department of Infrastructure, Local Government and Planning encourages feedback on how we conduct our business and uses this information to improve business processes.

As shown in Figure 1, the Department managed 12 customer complaints and referred 14 customer complaints about matters involving local government issues to the relevant council for response in 2014/15. Customer complaints are received from customers, stakeholders and employees about our services, decisions and products, and do not include privacy complaints.

Figure 1: Complaint volumes

Period	Departmental customer complaints	Complaints about council issues referred out
2014/15	12	14

Note: this is the first period that the Department has reported publicly on customer complaints, as required under section 219A of the *Public Service Act 2008*.

Figure 2: Timeliness of complaint response

Period	Percentage (%) responded to within service standard
2014/15	75

Note: the Department's service standard for complaint responses is five working days for an urgent matter and 15 working days for a routine matter.

Figure 3: Complaint status and action taken

Period	Substantiated	Not substantiated	Further action taken	No further action required
2014/15	4	8	4	8

Note: further action may include compensation or financial assistance, repair/rework, a substitute product or service, or a change of decision, policy, procedure or product.