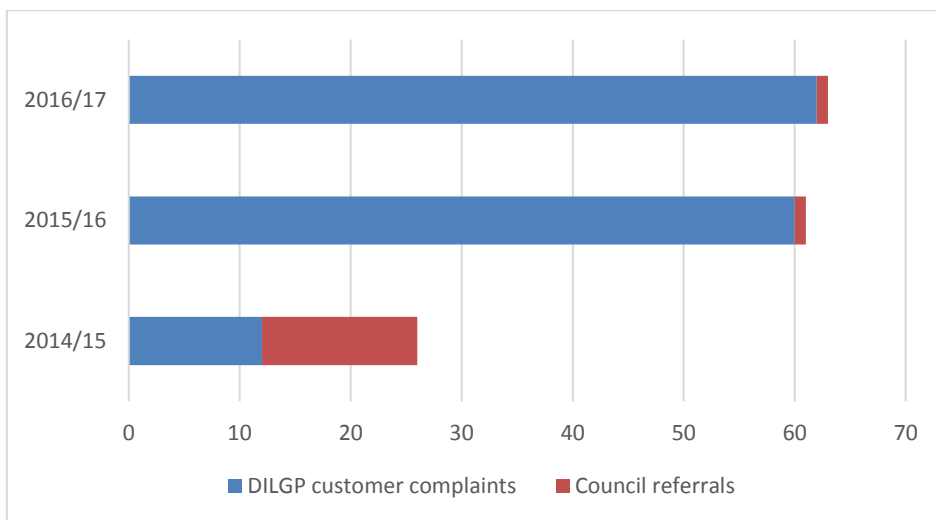




# Customer complaints management 2016/17

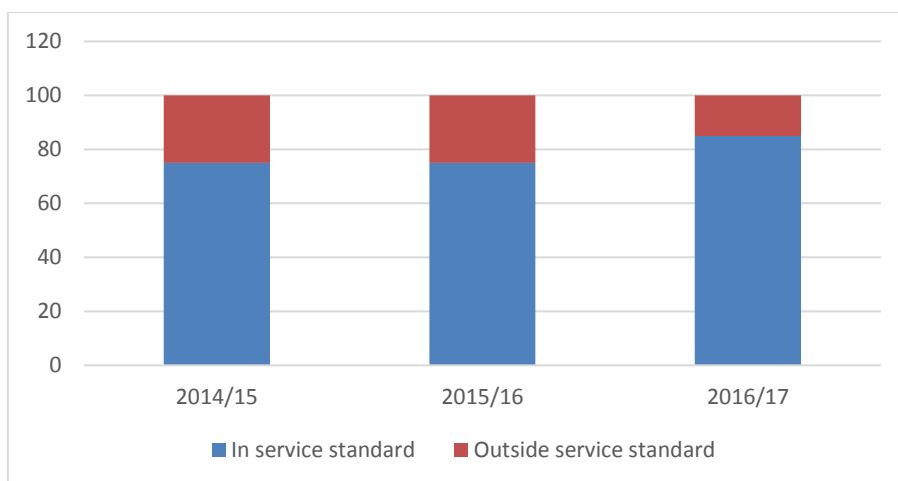
The Department of Local Government, Infrastructure and Planning (DILGP) is committed to actively listening and responding to complaints, as a valuable way to continually improve our business. Complaints are received from members of the public, stakeholders and employees via letter, email, phone and online form.

**Graph 1 – Annual complaint volumes**



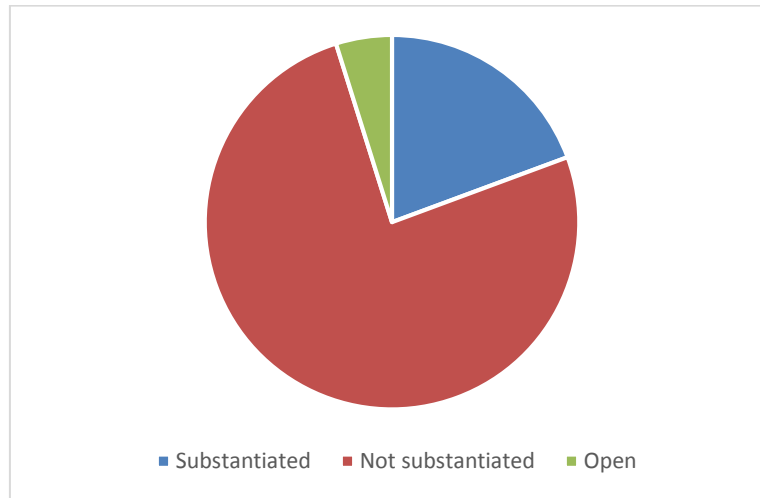
Customer complaint numbers have remained consistent, with a 3 per cent increase, reflecting DILGP’s commitment to community engagement.

**Graph 2 – Annual response timeliness**



85 per cent of customer complaints were responded to within DILGP’s service standard of 15 working days during 2016/17.

### Graph 3 – Complaint outcomes



12 per cent of customer complaints received during 2016/17 were assessed as substantiated. Further action taken for substantiated matters may include changing a process, fixing a problem or reversing a decision.