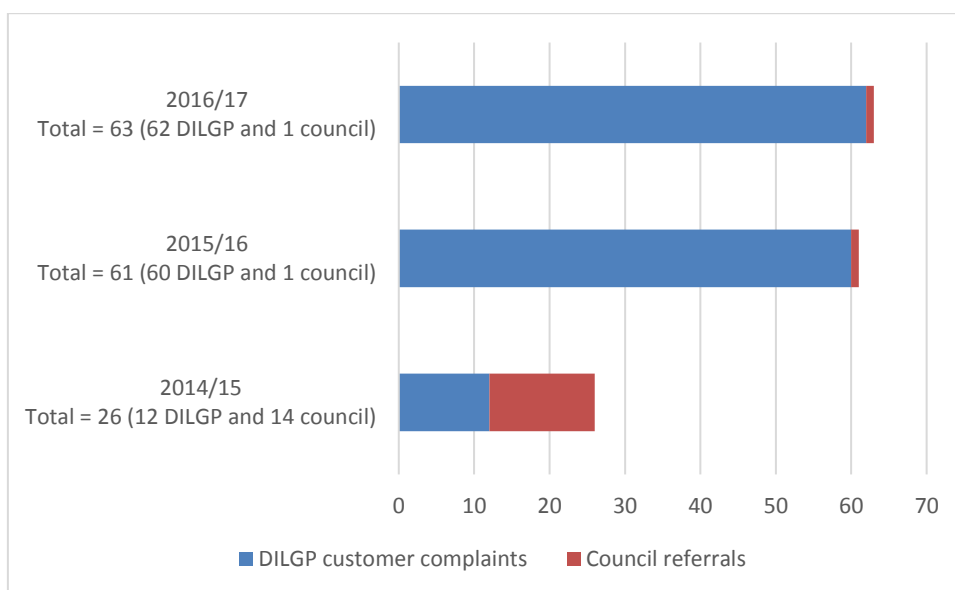




Customer complaints management 2016/17

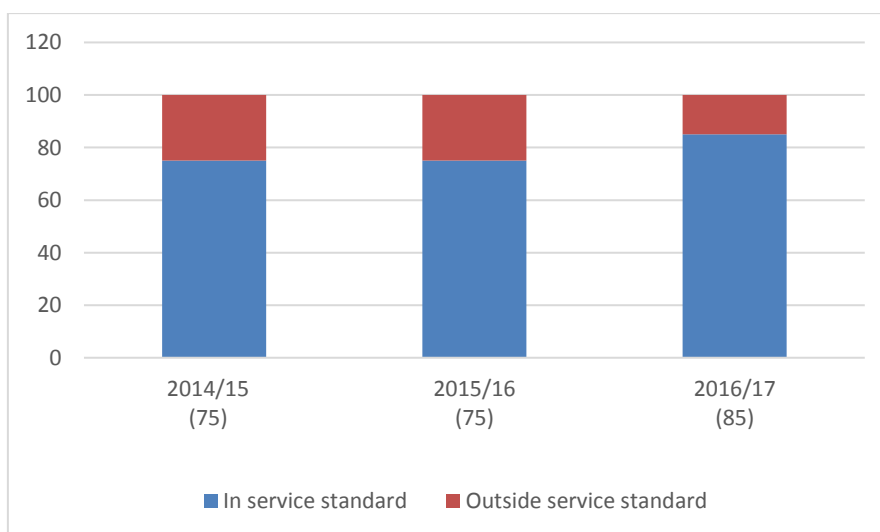
The Department of Local Government, Infrastructure and Planning (DILGP) is committed to actively responding to complaints from our customers and others. Feedback from complaints provides valuable information to help us continually improve our services and programs. Complaints are received via letter, email, phone and online form.

Graph 1 – Annual complaint volumes



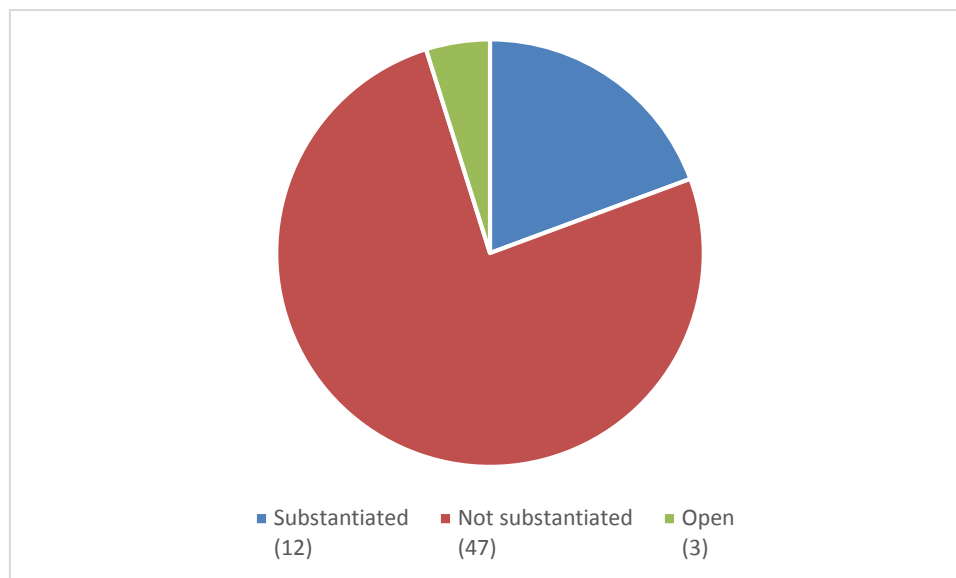
Customer complaint numbers have remained consistent, with a 3 per cent increase, reflecting DILGP’s commitment to community engagement.

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



19 per cent or a total of 12 customer complaints received during 2016/17 were assessed as substantiated or requiring "further action". The further action taken for substantiated matters may include changing a process, fixing a problem or reversing a decision. 75% or a total of 48 complaints were found to be not substantiated (47 complaints were about DILGP including one council matter that was misdirected to DILGP) and are considered as requiring "no further action". Six per cent or 3 matters were still open pending categorisation.