

# Feedback and Complaints Handling Policy

**We are committed to an accessible, fair and equitable feedback and complaints handling process where we work together with our customers to drive business decisions and improvements.**

## Intent

In line with the International Standard for Guidelines for Complaints Handling (ISO 10002-2018) we will:

- Create a customer focussed environment that is open to feedback and suggestions for improvement
- Welcome complaints from customers who are dissatisfied with our decisions, actions or services
- Provide accessible, transparent and accountable processes
- Recognise customer feedback and complaints as opportunities to build knowledge and improve services.

## Principles

When handling Feedback and Complaints, we encourage:

### Accessibility

Provide flexible, customer-friendly feedback mechanisms to meet the needs of all customers.

### Responsiveness

Promptly acknowledge and resolve feedback or complaints.

### Objectivity

Address each feedback or complaint in a sensitive, equitable, fair and unbiased manner.

### Participation

Involve customers in decision making and in the feedback or complaint handling process.

### Service Excellence

Build a culture of customer service excellence, through leadership, knowledge, empowerment, skills and processes.

### Resourcing

Allocate funding, people and systems to ensure that all feedback or complaints are properly handled.

### Improvement

Use customer feedback to continually improve processes and services.



**Peter Woronzow**

A/ Director General Transport

# Feedback and Complaints Flowchart

## How do I provide feedback or make a complaint?

- Phone us on 138 138 (24 hours a day, 7 days a week)  
National Relay Service TTY/Voice – 133 677  
National Translating and Interpreting Service (TIS) – 131 450
- Send us an email: [enquiries@mainroads.wa.gov.au](mailto:enquiries@mainroads.wa.gov.au)
- Fill out the online form on our website
- Write to us at PO Box 6202, East Perth WA 6892

## How do I know that you are working on it?

- When you submit a feedback or complaint, we will provide you with a reference number so you can track its progress.
- We will reply to you as soon as we can. If we provide an interim response, we will tell you who is dealing with your feedback or complaint.

## What if I want to follow up further?

- If you are not satisfied with the way your feedback or complaint was handled, please phone our Customer Information Centre on 138 138 and ask to be referred to one of our Customer Advocates<sup>1</sup>.
- If you still feel your feedback or complaint hasn't been handled to your satisfaction, you may wish to contact the Ombudsman of Western Australia. For more information, including how to contact them, please visit [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

<sup>1</sup> Our Customer Advocates cannot intervene in legal or statutory matters, including decisions regarding third party liability claims for damages

# Feedback and Complaints

## – Conduct and Rights

**We appreciate that customers may not always be happy with the process or outcome of their complaint, and have the right to express their dissatisfaction.**

If this happens, we will be fair, ethical and reasonable and expect the same conduct in return.

### Customer's rights:

If you are unsatisfied with the handling of your complaint, you may:

1. Phone our Customer Information Centre on 138 138 and ask to be referred to:
  - The Main Roads Project Communication & Engagement Lead, or Project Manager (if you've been dealing with our Contractors)
  - The Main Roads Customer Advocate

If you are still unsatisfied after speaking with the Project Team and/or Customer Advocate, you may:

2. Contact the Ombudsman of Western Australia and follow their process to resolve the complaint

### Dealing with Unreasonable Behaviour

In line with the International Standards for Guidelines for Complaints Handling (ISO 1002-2018), if customers exhibit **unreasonable behaviour** at any point in their interaction with us, we reserve the right to **restrict service**, or in extreme cases, **withdraw service or refuse access**.

**Stage 1:** We will **restrict service** if unreasonable behaviour occurs. This means, interactions will be confined to specific:

- Times a complainant may make contact
- Staff the complainant may have contact with
- Ways in which the contact can take place

**Stage 2:** We will **restrict service further**, if unreasonable behaviour continues and/ or escalates. This means:

- No interactions will occur concerning the specific matter already reviewed
- Correspondence will be received, read and filed but only acknowledged or responded to if significant, new information is provided that (in our opinion) warrants fresh action

**Stage 3:** We will **withdraw service and / or refuse access**, as a final resort if unreasonable behaviour continues and / or escalates after the actions of Stages 1 and 2. This means:

- We will no longer communicate with the complainant about the matter at hand, or any future related matters

**Unreasonable behaviour** refers to any instances (singular or prolonged) where the complainant is:

- Aggressive
- Verbally abusive
- Threatening harm and violence (against themselves / others)
- Bombarding the organisation with excessive phone calls and emails
- Making continued inappropriate demands on employees' time / resources
- Refusing to accept our decisions or explanations in relation to a complaint
- Impacting the health, safety and wellbeing of our employees
- Deliberately spreading misinformation or wilfully misinterpreting Main Roads' position