



Customer Service (Compliments, Complaints and Conduct) Policy

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Contents

1	Response times	1
2	Compliments	1
3	Complaints	2
4	Contacts for compliments and complaints	2
5	Customer conduct.....	2
6	List Number	2
7	List number	3
	Appendix A	3

Here at the Manawatū District Council, we aim to provide you with a friendly and efficient service each time you deal with us.

1 Response times

- 1.1 Some of our services have legislated response times or target response times identified in our Long Term Plan, which we aim to meet.
- 1.2 For other services, we'll aim to acknowledge your request or feedback within 24 hours. If your request requires a resolution and is straightforward, we'll aim to get back to you within 5 working days. If your query is more complex, we'll let you know the timeframe we're working towards and will keep you updated.

2 Compliments

- 2.1 If you wish to compliment a service or employee please get in touch with us (our contact details below). We'll acknowledge your feedback and share it with relevant staff.

3 Complaints

- 3.1 If you're approaching us for a service for the first time, such as reporting a missed rubbish collection, a pothole or blocked drain, we'll treat this as a maintenance issue rather than a complaint. For these issues, check out [Report It](#) on our website, phone us or drop into our office.
- 3.2 You can make a complaint where you're dissatisfied with an action (or lack of action), a decision we've made or standard of service we've provided.
- 3.3 In considering your complaint we'll:
- assess the issues raised objectively
 - assess the seriousness of the complaint and appoint a suitable investigator if appropriate
 - acknowledge our mistakes and put them right if we can
 - be fair and act with integrity
- 3.4 Sometimes we won't be able to provide the outcome that you're seeking. When we have fully considered your complaint, we'll provide a final response and close the matter. If you think you have been treated unfairly, you can refer the matter to the Ombudsman who may be able to assist.

4 Customer conduct

- 4.1 In times of distress, some people may act out of character when accessing our services. We believe you have the right to be heard, understood and respected. We believe our employees have the same rights. So we don't tolerate inappropriate behaviour, which includes yelling, violence, theft, intimidation, threats, harassment, aggression, swearing, abuse, sexual harassment or vexatious complaints.
- 4.2 If you act inappropriately towards our staff, elected members or other visitors (whether in person, by phone or via written or electronic correspondence including email), we will consider the appropriate course of action in accordance with our Unacceptable Customer Behaviour Policy. This action may specify the means by which you communicate with us. This may include the method of communication, to whom, and how frequently.
- 4.3 Security cameras are installed in council facilities and telephone calls are recorded. We reserve the right to use footage or recordings for investigations involving inappropriate or aggressive behaviour.
- 4.4 In the case of serious or repeated inappropriate behaviour, we will trespass or prosecute you.

5 Contacts for compliments and complaints

- 5.1 To send a compliment or make a complaint, you can:
- Use the [complaint form](#) on our website
 - Call us on 06 323 0000
 - Email us at feedback@mdc.govt.nz

- Drop into our office at 135 Manchester Street, Feilding
- Send us a letter at the above address