



**WHANGANUI
DISTRICT COUNCIL**
Te Kaunihera a Rohe o Whanganui

WHANGANUI DISTRICT COUNCIL

BCA PROCEDURES DESKTOP GUIDE

COMPLAINTS POLICY

COMPLAINTS - (Regulation 7 (2) (h) and 5 and 6.

1. Wherever possible, Whanganui District Council's aim is to handle and resolve complaints at the first point of contact. All complaints are required to be handled in a professional manner.
2. The Building Control Manager has the responsibility of dealing with complaints if they are escalated.
3. Complaints may be received in person, by phone, via email, via a written submission, or via completion of a customer feed-back form.
4. When receiving a complaint, staff are required to obtain the complainants name, address, contact number and email. Determine whether it is actually a complaint of non-performance by council staff and is then required to log the complaint into the CRM complaints log where it will be allocated a unique identifier. This enables the BCA too systematically and accurately log and track complaints. The complaint should then be transferred to the relevant Team Leader/Building Control Manager. The Building Control Manager has the overall responsibility to manage complaints and ensure that complaints can be prioritised.
5. The Team Leader/ Building Control Manager who has been issued the complaint to action, is required to acknowledge receipt of the complaint within 48 hours and investigate it within 5 working days. The BCA's procedures will ensure that the service standards for acknowledging, considering and responding to complaints are reasonable.
6. All complaints are to be dealt with ensuring fairness and objectivity to all parties and provide remedies proportionate to the issues raised.
7. If resolution cannot be reached then the complaint is escalated to the Building Control Manager. Once the complaint is resolved the CRM log is updated recording the outcome along with any actions taken.
8. Outcomes and complaints will be discussed at BCA Management Team meetings as a mechanism for identifying opportunities for improvement.
9. The Building Control Manager will receive an automated email report of building complaints received, to ensure they are/have been actioned.