

CITY COMMUNITY TENNIS CUSTOMER SERVICE CHARTER and CUSTOMER FEEDBACK GUIDELINES

Our Vision

Since the 1930's Jensen's Tennis has been an important part of the tennis community within the City of Sydney. As the managers of City Community Tennis, Jensen's will continue to work to maintain affordable and accessible facilities for people of all ages, backgrounds and abilities and to give the people of Sydney the ability to enjoy and learn tennis both socially and competitively. Through our mutual love of both tennis and the people that make up Sydney we aim to deliver services that support the distinctive character that makes us proud to be a part of the City.

Our Commitment

- To ensure accessible, modern and well-serviced tennis centres for the people of Sydney by valuing each and every individual who comes to us wanting to play
- To reach out to the all levels of the community to encourage use of the tennis centres
- To provide affordable tennis, while maintaining the highest standards of coaching, products and service
- To continue to develop our services through innovative technologies while maintaining personal contact
- To grow the sport of tennis and maintain best practice in tennis centre management

Our Core Values

- Commitment to Service
- Strive to Excel
- Inclusion and Accessibility
- Trust and Accountability
- Personal and Fun
- Innovation

The culture at City Community Tennis centres is personal, caring, professional and real. Jensen's Tennis is a small business that has developed innovative technology along with our commitment to customer service, which guarantees a level of service and outcomes that larger leisure companies would struggle to provide. We operate professional centres that value quality over the bottom line.

We Value Our Customers

Our customer base is as broad and inclusive as the City of Sydney itself. Our players include residents and non-residents of all ages, office workers, retired members of the community, children, schools and tourists from all areas of this country and abroad. We are a founding supporter of the Sydney Indigenous Tennis Program (SITP) as well as being affiliated with the University of Technology Sydney (UTS), Tennis Australia and Tennis NSW. We work hard to increase tennis opportunities for all sectors of the community especially children, youth, seniors, people living with a disability, those with culturally and linguistically diverse (CALD) backgrounds and many others through innovative and creative programming and pricing structures.

Our Service Commitment

- Treat all customers with courtesy, respect and understanding

- Deal with requests promptly
- Supply our customers with accurate and helpful information to facilitate their playing experience
- Ensure our systems are easy to use and contain quality and easily accessible information
- Continue to be a proud participant of the City of Sydney

HOW TO PROVIDE FEEDBACK

We aim to respond to feedback, requests and complaints no matter how small or how they are lodged via:

Website email <http://www.citycommunitytennis.com.au/contact-us/>

In person Reception at the Prince Alfred Park tennis courts

By phone 02 9698 9451

By mail City Community Tennis, PO Box 458 Strawberry Hills NSW 2012

As the Manager of City of Sydney Community Tennis for the City of Sydney we also adhere to the City's Policies and Guidelines for Customer Feedback and Complaints. For matters that may be beyond the service provision of our contract of management it may be necessary for us to refer your request to the City of Sydney or for you to contact the City directly. Please consult the City's Guidelines below.

<http://www.cityofsydney.nsw.gov.au/ComplaintsFeedbackGuidelines.asp>

<http://www.cityofsydney.nsw.gov.au/documents/ComplaintsFeedbackGuidelines.pdf>

City of Sydney Customer Feedback Guidelines Statement

The City of Sydney is committed delivering quality customer service and to communicating effectively with our community.

We realise that sometimes, despite our best efforts, people may not be happy with the way we have performed a service. The City's Complaints and Feedback Guidelines provide a framework for the management of both compliments and complaints to Council and the key measures we will use to assess our success.

The Complaints and Feedback Guidelines aim to:

Ensure the community's right to comment is protected and promoted

Inform the community of the external and internal procedures for the handling of complaints and compliments

Ensure that feedback received is handled in an appropriate, effective and systematic way allowing corrective actions to be put in place where necessary

Increase the level of community satisfaction with Council services and in turn contribute to increased job satisfaction of staff.



Complaints and Feedback Guidelines

June 2011

The Council of the City of Sydney

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OVERVIEW

The City of Sydney is committed to delivering quality customer service and to communicating effectively with our community. The City employs various mechanisms for collecting community feedback including a community satisfaction survey.

We realise that sometimes, despite our best efforts, people may not be happy with the way we have performed a service. These guidelines provide a framework for the management of complaints and compliments to the City and the key measures we will use to assess our success.

These guidelines are based on the customer satisfaction formula suggested by the NSW Ombudsman's *Effective Complaint Handling (2004)* guidelines and the Australian Standard *ISO 10002:2004, MOD Customer Satisfaction – Guidelines for complaints handling in organisations*.

**Doing the job
right the first
time** + **Effective customer contact/
complaint handling** = **Increased customer
satisfaction/
support**

AIMS & OBJECTIVES

The Complaints and Feedback Guidelines aim to:

- ensure the community's right to comment is protected and promoted;
- inform the community of the external and internal procedures for handling complaints and compliments;
- ensure that feedback is handled in an appropriate, effective and systematic way allowing corrective actions to be put in place where necessary;
- increase the level of community satisfaction with the City's services.

Our Values

The City of Sydney's organisational values support our customer service commitments and complaints handling processes.

Our values are:

- Integrity
- Innovation
- Collaboration
- Courage
- Quality
- Respect

The City is committed to developing a culture of customer commitment in support of its values, where every employee instinctively acts with the understanding of the impact that their daily work and actions have on their immediate customers.

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COMMUNICATING THESE GUIDELINES

Copies of these guidelines will be made available to members of the community via the City's website, in its Customer Service Centres, Community Centres, Libraries and will be made available in accessible and alternate formats where requested.

FEEDBACK

The City encourages feedback and links it to improving its service. Feedback may range from letters and/or cards expressing gratitude or suggestions on improvement, through to complaints about the services provided by the City and its staff.

The City views feedback as a valuable opportunity to review policies, procedures and practices, and to make changes where necessary. Feedback (compliment, suggestion, and complaint) may be given directly to a member of staff or by completing the feedback form on the City's website.

STAFF COMPLAINTS POLICY

The City has also developed a Staff Complaints Policy which offers practical guidance to staff wishing to make a complaint and includes:

- definitions of the type of complaint that could be made and the supporting policies for staff to follow (such as the Harassment, Bullying and Unacceptable Behaviour Policy);
- policy principles and the City's commitment to creating a fair and productive work environment;
- information for staff regarding Council's statutory complaint handling obligations and obligations to refer certain types of complaint to external agencies such as ICAC and the Division of Local Government.

THE COMPLAINTS AND FEEDBACK GUIDELINES

SERVICE GUARANTEE

The City understands the importance of receiving community feedback and commits to the following principles:

- we will accept your feedback courteously with a view to improving our service;
- we will handle your feedback in accordance with these guidelines and its documented procedures;
- we will publicise how residents, businesses and members of the community can provide feedback to the City;
- we will provide a clear review mechanism for complaint handling including referral to an external body where a complaint cannot be resolved internally;
- we will regularly report publicly on feedback received and the outcomes to ensure confidence in the City's services;

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- wherever possible, complaints will be resolved quickly and without escalation;
- when complaints do escalate, they will be investigated and the outcomes used to inform prevention and education programs so that incorrect practices and disputes are reduced;
- the City regards complaints as an opportunity to improve its services and processes and complainants will be helped and supported.

TRAINING & RESOURCES

To ensure complaints are handled in the most effective manner the City will train staff in complaint handling as part of their regular learning and development plan.

We will also ensure our Managers are able to respond to complaints to promote a culture of continuous improvement.

COMPLIMENTS

The City will regularly monitor compliments about its services and staff to ensure best practice is celebrated and promoted. All compliments will be logged into the City's Corporate Record System.

Staff who consistently demonstrate excellent customer service will be recognised through regular Performance Feedback and the City's reward and recognition programs.

DEFINITION OF A COMPLAINT

The NSW Ombudsman defines a complaint as:

"An expression of dissatisfaction with the council's decisions, policies, procedures, charges, employees, agents or the quality of the services it provides."
Effective Complaint Handling Guidelines December 2010

The following will not be registered as a complaint in the first instance, however they may be logged as valid complaints if the City has failed to respond appropriately to a request or a report:

- a request for works or services to be provided;
- requests for information or explanations of policy or procedure;
- reports of damaged or faulty infrastructure (e.g. road pothole etc);
- reports of hazards (e.g. fallen tree branch);
- reports concerning neighbours or neighbouring property (e.g. noise or unauthorised building works);
- where the issue is the responsibility of another authority or service provider;

- complaints about the City's policies or procedures that are required by law to be in place;
- the lodgement of an appeal or objection in accordance with a standard procedure or policy *e.g. objection to a development application, comments on a Policy on Exhibition.*

HOW TO LODGE A COMPLAINT

We will respond to complaints no matter how they are lodged. It may be necessary for the City to request that a complaint be provided in writing should it proceed to the Tier 2 level of handling.

Interpreter services are provided for complainants from non-English speaking backgrounds and to people with disability where possible.

Complaints can be made:

By mail

City of Sydney
GPO Box 1591
SYDNEY NSW 2001

By fax

02 9265 9222

Email

council@cityofsydney.nsw.gov.au

In person

At any of Council's Offices during normal business hours.

By telephone

Customer Service (02) 9265 9333

On our website

www.cityofsydney.nsw.gov.au/feedback

Customers who have a hearing or speech impairment

The City of Sydney welcomes calls made through the National Relay Service (NRS). The NRS is a government sponsored initiative that allows people who are deaf or have a hearing or speech impairment to make phone calls in the same way as anyone else. This service is available 24 hours a day, 365 days a year.

National Relay Service (NRS)

Tel: 1800 555 677

Web: www.relayservice.com.au

Voice/Textphone users

Tel: 133 677 (24 hours 7 days per week)

People who have speech/communication impairment only (do not have a hearing impairment)

Speak and Listen Service (SSR) on 1300 555 727

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Translating and Interpreting Services (TIS)

The City offers a Translating and Interpreting Service (TIS) and can be accessed by calling 13 14 50.

OUR COMPLAINT HANDLING MODEL

First-tier

Registration and attempted resolution by frontline staff, or referral to an appropriate person or agency to deal with.

Second-tier

If a complainant is still dissatisfied, their complaint is reviewed or investigated by a more senior officer, and the results of the review reported to the complainant.

If the complainant remains dissatisfied, other options will be considered that may be available to achieve a settlement. This may include conciliation, mediation, or further direct negotiations to remedy the grievance.

Third-tier

If the complaint cannot be resolved by the City, the complainant may be referred to an outside agency such as the NSW Ombudsman, the Department of Local Government or to an alternative dispute resolution provider.

Complaints will move from one tier to the next if:

- the complaint is about the staff member's own conduct or the staff member has a real or perceived conflict of interest, and it is not appropriate that they deal with it;
- the complainant requests it;
- the complaint is outside the staff member's delegation or area of expertise;
- a public official is alleged to have committed a criminal offence, acted corruptly or engaged in other serious or controversial conduct.

When a complaint is referred to a senior staff member the complainant will be advised of the name and contact details of that person.

RESPONSIVENESS

Complaints will be dealt with quickly, courteously, fairly and within established timelines.

Complainants will be advised of how long it will take to deal with the complaint in accordance with the City's complaint handling timelines and will be kept informed of the progress. If additional time is required to investigate and resolve the issues the complainant will be kept informed and advised of the additional time required and the reasons for the delay.

The City delivers a wide range of services and products and consequently the type of complaints we receive also varies widely. Many complaints can be resolved quickly

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and easily on the spot. Other complaints will have complex issues which require investigation.

We aim to resolve complaints in the following timelines:

The City will aim to resolve your complaint within 14 working days. If we cannot resolve your complaint within 14 working days you will be kept informed of our progress and be provided with:

- the name of the person responsible for resolving the complaint
- the estimated length of time it may take to resolve your complaint
- a timeframe for when you can expect to receive an update from us

Where the City considers a complaint is justified, the next step is to determine an appropriate response. Depending on the complaint, an investigation may lead to one or more of a range of possible outcomes, including:

- an explanation;
- an apology;
- mediation;
- a change in decision;
- a change to policy, procedure or practice;
- a correction of misleading records;
- financial compensation, including a refund of a fee;
- the remission of a penalty;
- referral to an external agency for further investigation.

CONFIDENTIALITY

All personal and health information collected by the City in connection with a complaint will be handled in accordance with all applicable privacy laws and will only be used for the purpose of investigating the complaint.

ANONYMOUS COMPLAINTS

Sometimes people are more comfortable making an anonymous complaint as confidentiality is guaranteed. Council will do its best to review anonymous complaints. However, it can be very difficult to resolve these issues, or to enforce legislation, without the ability to thoroughly investigate and gather evidence and witness information.

Action is taken on anonymous complaints as far as it is possible to do so without being able to consult with the complainant. If there is sufficient information in the complaint, a review of the complaint will be conducted.

MONITORING & REPORTING ON TRENDS

All complaints are entered into the City's corporate system to allow us to report and analyse trends. Specifically we will be looking to see whether issues are systemic or recurring to allow us to improve our processes and reduce future complaints.

The City collects data regarding complaints and analyses it to guide business improvement. Recurring or system wide problems are identified and the action or

service of the City that has been the source of the complaints is addressed. This may be through corrective and preventative actions and innovative improvements.

ACCOUNTABILITY

The City's complaint handling system is open to scrutiny by clients, the public, staff, the NSW Ombudsman and any other reviewing body.

The City publishes the number of complaints referred to the NSW Ombudsman and the actions taken in response to recommendations made by the NSW Ombudsman in its Annual Report.

There are regular audits of the complaints handling system and appropriate action plans formulated to address any deficiencies.

UNREASONABLE COMPLAINTS

While the majority of complainants have legitimate concerns and genuinely seek resolution, a small proportion of complainants demonstrate unreasonable concerns and unreasonable and uncooperative behaviour. A complainant with unreasonable conduct can be unusually persistent, pursue complaints for longer, supply more written material, telephone more often and for longer, and require more meetings. They are often still complaining after the complaint is closed.

Complaints are classified as unreasonable because, despite appropriate attention and response, the complainant still continues to require attention and consideration which, in extreme cases, results in an inappropriate use of public resources in continuing to deal with a complaint when that complaint has already received appropriate attention.

Council has developed employee guidelines for managing unreasonable complaints. The use of these guidelines is based on a clear understanding that:

- every complainant deserves to be treated with fairness and respect;
- in the absence of very good reasons to the contrary, members of the public have a right to access the Council;
- no complainant, regardless of how much time and effort is taken up in responding to their complaint, should be unconditionally deprived of having their complaint properly and appropriately considered;
- a complainant whose conduct is unreasonable may have a legitimate complaint;
- the substance of the complaint dictates the level of resources allocated to it, not the complainant's wishes, demands or behaviour.

Strategies for managing unreasonable complaints

The Chief Executive Officer may decide to deal with unreasonable complaints in one or more of the following ways:

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- In writing, setting out a code of commitment and responsibilities for the parties involved if the City is to continue processing the complaint. If these terms are contravened, consideration will then be given to implementing other action as indicated below
- Decline contact with the complainant, either in person, by telephone, by fax, by letter, by email or any combination of these, provided that one form of contact is maintained. This may also mean that only one Council officer will be nominated to maintain contact (and a named officer in their absence). The complainant will be notified of this person
- Notify the complainant, in writing that the City has responded fully to the points raised and has tried to resolve the complaint but that there is nothing more to add and continuing contact on the matter will serve no useful purpose. The complainant will also be notified that the correspondence is at an end, advising the complainant that they are being treated as an unreasonable complainant and as such the City does not intend to engage in further correspondence dealing with the complaint
- Inform the complainant that in extreme circumstances the City reserves the right to seek legal advice on unreasonable or vexatious complaints
- Temporarily suspend all contact with the complainant, in connection with the issues relating to the complaint being considered unreasonable, while seeking advice or guidance from its solicitor or other relevant agencies

REFERRAL TO EXTERNAL AGENCIES

There are a number of accountability/complaint bodies established by the NSW Government that receive and investigate complaints:

The **Division of Local Government** can investigate pecuniary interest matters, political donations disclosure matters, councillor misbehaviour and protected disclosures relating to serious and substantial waste. The Division also deals with complaints that indicate a serious breakdown in council operations or serious flaws in council processes.

The **NSW Ombudsman** has jurisdiction to investigate complaints alleging maladministration by councils, Councillors and council staff.

The **Independent Commission Against Corruption (ICAC)** has jurisdiction to investigate complaints alleging corrupt conduct by councils, Councillors and council staff.

STATUTORY OBLIGATIONS TO REFER TO EXTERNAL AGENCIES

The City has a statutory obligation to refer certain matters to external agencies.

Duty to refer corrupt conduct to ICAC - under section 11 of the Independent Commission against Corruption Act 1988, the CEO must report to ICAC any matter that concerns or may concern corrupt conduct.

Obligation to refer pecuniary interest matters to the Division of Local Government - the Pecuniary Interest Guidelines, issued by the Division of Local Government in June 2006, make it clear that the CEO has an obligation to refer

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allegation of breaches of the pecuniary interest provisions of the Local Government Act to the department.

Obligation to refer political donations matters to the Division of Local Government - under section 328B of the Local Government Act, where a CEO reasonably suspects that a councillor has not complied with the provisions of the code of conduct relating to the disclosure of political donations or the manner of dealing with any perceived conflict of interest in relation to political donations, the CEO is to refer the matter to the Chief Executive of the Division of Local Government.

Obligation to refer allegations of child abuse
Under the Ombudsman Amendment (Child Protection and Community Services) Act 1998 the CEO is required to notify the NSW Ombudsman within thirty days of being made aware of a disclosure or allegation of child abuse or a conviction against a current employee.

The Ombudsman advises that child abuse means:

- assault (including sexual assault) of a child;
- ill treatment or neglect of a child; or
- exposing or subjecting a child to behaviour that psychologically harms the child.

COUNCILS' STATUTORY COMPLAINT HANDLING OBLIGATIONS

Complaints under the Code of Conduct

The City has a Code of Conduct applicable to Councillors, staff and delegates of Council.

Complaints relating to alleged breaches of the code of conduct by a Councillor, member of staff or delegate of the City must be dealt with in accordance with the procedures prescribed under the Code of Conduct.

All City staff, , receive training in relation to their obligations and responsibilities under the Code of Conduct.

Complaints about privacy breaches

The City of Sydney is a public sector agency for the purposes of the Privacy and Personal Information Protection Act 1998 (PPIPA). Under that Act, a person may seek an internal review by a council of the following conduct:

- a breach of any information protection principles applying to the council
- a breach of the Privacy Code of Practice for Local Government
- disclosure of personal information held on a public register in a manner inconsistent with that permitted under the Privacy Code of Practice for Local Government
- a breach of a health privacy principle under the Health Records and Information Privacy Act 2002 (HRIPA) that applies to the council
- a breach of a health privacy code of practice that applies to the council.

The City is obliged to notify the Privacy Commissioner of internal reviews and report their findings. The City is also required to report information about internal reviews in its Annual Report.

Competitive neutrality complaints

Competitive neutrality seeks to ensure that competition between public and private businesses happens on a fair basis. Competitive neutrality requires that public sector business activities which are in competition with the private sector should not have competitive advantages or disadvantages simply by virtue of their government ownership or control.

Under the principles of national competition policy, all levels of government must establish an effective system to deal with complaints relating to competitive neutrality in respect of their business. Complaints regarding competitive neutrality must be referred to the Director Legal & Governance.

COUNCILS' STATUTORY OBLIGATIONS TO PROVIDE ACCESS

Councils have specific statutory obligations to provide access, these obligations are described below:

The right to inspect council documents

Members of the public have the right to inspect certain information held by the City identified in the Government Information (Public Access) Act 2009. Councils are also required to allow members of the public to inspect other documents unless satisfied that allowing inspection of a document would be contrary to the public interest.

Further information can be found on the Access to Information page of the City's website.

The right to attend Council meetings

Members of the public have a right under section 10 of the Local Government Act to attend Council meetings and Committee meetings (unless the meeting has been closed to the public under section 10A).

The right of members of the public to attend Council and Committee meetings does not confer a right to address the meeting; however, Council allows public participation in certain meetings and has rules that guide the exercise of this discretion. Further information can be found on the Meetings page of the City's website.

EXTERNAL AGENCIES

NSW Ombudsman

Level 24,580 George Street, SYDNEY NSW 2000
Phone: 02 9286 1000 or 1800 451 524
Fax: 02 9283 2911
Email: nswombo@ombo.nsw.gov.au

NSW Department of Local Government

Locked Bag 3015, NOWRA NSW 2541
Phone: 02 4428 4100
Fax: 02 4428 4199

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Email: dlq@dlq.nsw.gov.au

The Independent Commission Against Corruption

GPO Box 500, SYDNEY NSW 2001
Phone: 02 8281 5999 or 1800 463 909
Fax: 02 9264 5364

RELEVANT LEGISLATION

- Local Government Act 1993
- Privacy and Personal Information Protection Act 1998
- Health Records Information Privacy Act 2002
- Independent Commission Against Corruption Act 1988
- Government Information (Public Access) Act 2009
- Protected Disclosures Act 1994
- Ombudsman Act 1974

RELATED POLICIES AND PROCEDURES

- Staff Complaints Policy
- Occupational Health and Safety Policy
- Code of Conduct
- Equal Employment Opportunity (EEO) and Anti Discrimination Policy.

REVIEW

Review period

The Manager Customer Service will review this guideline every two years.

Next review date

February 2013

Document Owner

Director City Engagement

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AUTHORISATION

Approved by the Chief Executive Officer on 6 July 2011

