



# Customer Feedback Management Policy

## Policy Statement

The Department of Transport is committed to an accessible, fair and equitable feedback process (includes complaints, compliments and suggestions) where we work together with our customers to improve business decisions and implement operational improvements.

We will listen and collaborate with our customers and stakeholders to ensure our transport planning and services meet the changing needs of the State.

## Principles

We will:

- Where relevant, acknowledge feedback and recognise it as an opportunity to build knowledge and improve processes and services towards a culture of customer service excellence.
- Provide feedback mechanisms which are accessible and flexible to suit all customers including people with different needs and people who may require assistance.
- Provide accessible, transparent and accountable processes.
- Proactively seek feedback and suggestions for improvement.
- Promptly acknowledge and resolve complaints from customers who are dissatisfied with our decisions, actions or services. Customers not satisfied with the way their complaint was handled can seek a review to be undertaken by a senior officer outside the business area. Customers also have a right to take their complaint to the Ombudsman of Western Australia.
- Address all feedback in a sensitive, equitable, fair and unbiased manner.
- Allocate funding, people and systems to ensure that all complaints are properly investigated.
- Where relevant, provide feedback to the customer regarding the outcome.

## Objectives

We will design our services with our customers to meet their current and future needs and use customer feedback to improve processes and services to provide a positive customer experience.

Managing Director