

Fact Sheet



The Barossa Council

FEEDBACK AND COMPLAINTS

We have professional Workers dedicated to managing your Feedback and Complaint's as efficiently as possible in accordance with our process and legal obligations. The Barossa Council values our Customers and we are committed to delivering a quality Customer experience. We believe that listening to and learning from our Customers is the best way to achieve this.

What is Feedback?

It is positive or negative information from Customers regarding their experience with Council which is used as a basis for continuous improvement.

What is a Complaint?

It is an expression of dissatisfaction with Council's Policies, Processes, Fees and Charges, Workers, Elected Members, quality of Service or goods sold or provided which requires formal response.

Receiving a Complaint or Feedback ?

We recognise that you may wish to contact us in a variety of ways and we are committed to providing you choice about how you can access our Services. You can contact us via:

- **Phone** (08) 8563 8444
- **Email** barossa@barossa.sa.gov.au
- **Website** <https://www.barossa.sa.gov.au/make-a-request-to-the-barossa-council>
- **Fax** (08) 8563 8461
- **Letter** The Barossa Council
PO Box 867
NURIOTPA SA 5355
- **In person** Principle Office
43-51 Tanunda Road
NURIOTPA SA 5355



premium wine food tourism heritage lifestyle community

Managing Complaints

There are three (3) tiers in managing Complaints:

- The first tier is the immediate response to resolve the Complaint – all Employees are empowered to handle Complaints in the first instance. It is preferable that we deal with your Complaint promptly and at the initial point of contact with you and at the appropriate officer level.
- The second tier is when the Complaint is escalated to a more senior Employee – where circumstances indicate that the Complaint would be more appropriately handled at a higher level.
- The third tier is the Internal Review of a Council Decision – this is a formal process that is established under legislation which enables Council to reconsider all the evidence relied on to make a decision including new evidence if that is relevant, (refer to the **Internal Review of Council Decisions Policy and Process**).

Assisting with the lodgement of a Complaint or Feedback

We believe that it is essential that no one is excluded from lodging a Complaint or Feedback because of difficulties they have representing themselves. Our Council Workers are able to offer assistance where necessary and provide it on request, including assisting you in documenting the Complaint/Feedback, arranging access to interpreters, aids or advocates in making sure that a Complaint/Feedback is treated fairly.

Recording of Requests for Services

Learning from Complaints is a positive way of helping to improve Council's processes and increase trust among those who use Council Services.

All Complaints will be recorded in our Customer Request System in such a way that the information can also be analysed for Service improvement opportunities.

For further information please refer to our Complaint Handling Policy available on Council's website www.barossa.sa.gov.au

TRIM 18/85817