33 Goldie Street
PO Box 348
SMITHTON TAS 7330
council@circularhead.tas.gov.au
(03) 6452 4800
www.circularhead.tas.gov.au

CENTREPAY COMPLAINTS POLICY

SCOPE

To ensure that Council Staff are compliant with Centrepay Policy and Terms to enable customer complaints to be handled fairly and efficiently.

PURPOSE

This policy outlines how Circular Head Council will manage and handle feedback and complaints from Centrepay customers.

POLICY STATEMENT

Circular Head Council acknowledges that, despite the utmost care taken by its officers, there may be occasions when a customer is dissatisfied with the service provided.

This policy and guideline establishes a framework to ensure that all customer complaints and concerns are handled efficiently and professionally, with every individual treated fairly, consistently, and respectfully.

LEGISLATIVE REQUIREMENTS

Nil

RELATED GUIDELINES AND PROCEDURES

Centrepay Complaints Guidelines

Centrepay Incorrect Payments Policy