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

CENTREPAY COMPLAINTS GUIDELINES

RATIONALE/BACKGROUND

This Guideline outlines how Circular Head Council will manage and handle feedback and complaints from Centrepay customers, in accordance with Centrepay Policy and Terms.

OVERVIEW

Circular Head Council will not actively promote Centrepay as an option for payment of rates, the service will be offered should eligible ratepayers make contact with Council Rates Department.

To avoid any conflict of interest, Council staff will not lodge Centrepay deduction requests on behalf of customers. Customers are responsible for arranging the establishment, management, variation, or termination of their own deductions.

This 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.

GUIDELINE

How a customer can make a complaint
You can make a complaint using any of these channels

- phone: 6452 4800
- email: council@circularhead.tas.gov.au
- in person at our place of business: 33 Goldie Street Smithton
- in writing: PO Box 348 Smithton Tas 7330

When you make a complaint, the following details will help us investigate and resolve the complaint:

- the date or dates when the issue happened
- your name and contact details
- any supporting documents or information. For example, your account or reference number.

Details of the issue or concern, including amounts, location, staff you spoke to or when you contacted for help.

You may choose to have an authorised third-party make a complaint on your behalf. This could include a financial counsellor, community lawyer, or a trusted friend or family member. We will accept established third party authority forms in these instances. In the absence of a form, we may seek confirmation from you that the person is authorised to act on your behalf.

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HOW WE'LL MANAGE A CUSTOMER COMPLAINT

What customers can expect from us when making a complaint.

Circular Head Council will:

- respond in writing or verbally, if a written response isn't possible
- aim to resolve the complaint within **20 business days**
- review the complaint fairly and impartially, without discrimination or detriment
- handle all complaints confidentially, and in accordance with privacy obligations
- escalate serious or complex complaints to senior management

We will keep customers informed of progress as we investigate and resolve complaints. All correspondence will be documented.

HOW WE'LL MANAGE AN UNRESOLVED CUSTOMER COMPLAINT

When a customer complaint is serious, repeated or remains unresolved, we will refer the complaint in writing to Services Australia within 5 business days.
We may also refer the matter to a relevant ombudsman or consumer protection agency, where required.
These services can be contacted at any time about the outcome.
Services Australia can be contacted using any of the following:

- by calling the feedback and complaints service on **1800 132 468**
- online via the Services Australia website or by using your Centrelink online account
- in writing to the following address:

  Centrelink and Medicare, Services Australia Complaints and Feedback
  Reply Paid 7800
  Canberra BC ACT 2610

- in person at a Centrelink service centre.

RECORD KEEPING

Circular Head Council maintains complaint records relating to Centrepay securely for a **minimum of 7 years** in accordance with privacy obligations. Information retained may include, but not limited to:

- details of complainant
- details of the complaint
- actions taken
- the outcome of the complaint

- any referral or reports to relevant regulatory authorities, including information about dispute resolution schemes.

ACCESSING THIS POLICY

Our complaints policy can be accessed:

- on our website https://www.circularhead.tas.gov.au
- when you make contact with us to use Centrepay.

We will also provide a copy of our policy within **5 business days** upon request.

REFERENCES AND RELATED DOCUMENTS

Centrepay Complaints Policy
https://www.servicesaustralia.gov.au/sites/default/files/2025-07/centrepay-policy-for-businesses.docx
https://www.servicesaustralia.gov.au/sites/default/files/2025-07/centrepay-terms-of-use.docx