

# Customer Feedback System External Policy

(Effective June 2008)

The Transport Group of the Department of Planning and Infrastructure (DPI) is committed to dealing with feedback in a professional and consistent manner that complies with relevant standards, best practice and the expectations of the public.

As part of our commitment to providing excellence in customer service, the Transport Group will aim to:

- Listen to your comments, compliments or complaints.
- Create an environment where feedback is seen as a means to continually improve our services.
- Have professional staff acknowledge and respond to your feedback in a timely manner.
- Be accountable for the way in which we deliver our transport services.
- Afford the public an open and fair reporting process.

## Definitions of Feedback

Feedback is defined as either a positive or negative reaction or response to a particular process or activity. The following definitions are provided:

A **comment** may be an explanation or reaction, a suggestion, or a statement of fact, opinion, attitude, conclusion or judgement.

A **compliment** is an expression of praise or commendation.

A **complaint** is an expression of dissatisfaction or grievance.

## How Can You Give Feedback?

Feedback can be received in the following ways:

- by writing to the Transport Group's postal address, GPO Box 2520, Darwin, NT, 0801;
- by facsimile, including to the Feedback System Facsimile Number 08 8924 7200;
- via the internet, through lodging the Department's internet feedback form available at [www.nt.gov.au/transport/feedback](http://www.nt.gov.au/transport/feedback);
- by email, including through the Feedback System Email Address [feedback.dpi@nt.gov.au](mailto:feedback.dpi@nt.gov.au) or the generic Transport Group Email Address [transport.dpi@nt.gov.au](mailto:transport.dpi@nt.gov.au);

- by telephone, either direct to a Departmental staff member or to Transport Executive on 08 8924 7022; or
- in person, at a Transport Group reception, bus Interchange, front counter or service desk.

## What Feedback Won't be Processed through this System?

The following information will **not** be processed using the Customer Feedback System:

**General Enquiries**, for example a request for information relating to the bus timetable or a Motor Vehicle Registry procedure, unless it can be regarded as a comment, compliment or complaint.

**Ministerial Correspondence** received through the formal Ministerial process from the Minister's office.

**Freedom of Information (FOI)** requests.

**Ombudsman** related correspondence and requests, including complaints and reports.

**Anti-Discrimination Commission** related correspondence and requests, including complaints and reports.

## What Happens to the Feedback?

The Transport Group undertakes to provide a response to the feedback received, if appropriate, within ten working days of receiving the feedback.

## What about Feedback that Can't be Resolved or Completed?

Feedback, in particular complaints, cannot always be resolved or completed.

A client or customer may provide feedback which requests a service, process or resolution which cannot be provided because of policy, legislative, program/ funding or other reasons. In these instances, the feedback request will be discussed with senior management or executive to determine a relevant and appropriate response.

If complainants are dissatisfied with the feedback process, progress with responding to their feedback, or the response to/ outcome of their feedback, they should refer back to the Department to have the feedback re-addressed.

If they are still dissatisfied, they have the right to refer matters to the Ombudsman's Office (refer [www.nt.gov.au/omb\\_hcsc/ombudsman](http://www.nt.gov.au/omb_hcsc/ombudsman)).

## Freedom of Information and Privacy

Information relating to the feedback process will be used specifically for the purpose for which it is collected and will be treated confidentially and in accordance with the *Information Act* and the Department's Privacy Statement, which is available on-line at [www.dpi.nt.gov.au/copyright](http://www.dpi.nt.gov.au/copyright)

Freedom of Information (FOI) requests will not be recorded in the Customer Feedback System, but referred to the correct area for processing. For further information please refer to [www.nt.gov.au/dpi/foi](http://www.nt.gov.au/dpi/foi)