

How to make a complaint

What is a complaint?

A service related complaint is an expression of dissatisfaction made to or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected.

We want to resolve your issues and concerns related to our customer service.

If you are dissatisfied with our service, we'd like to know so we can make your experience with Local Land Services more satisfying.

Local Land Services implements the Department of Industry's Service Related Complaints Policy and Procedure and the Unreasonable Complainant Conduct Procedure.

How to make a complaint

You have several ways to submit your complaint. They are:

- Phone your local office. Phone numbers are available on our website at <http://www.lls.nsw.gov.au>.
- Phone us on 1300 795 299.
- Submit your complaint via the Feedback Assist widget, on the right-hand side of our regional and corporate website homepage.
- Write a letter to your local office. Contact details are on our website <http://www.lls.nsw.gov.au>
- Call in and see us at one of our regional offices.



To help us help you, Local Land Services expects you to:

- clearly identify the complaint or ask staff for help
- give us all the available information in support of the complaint in an organised format at the time of making the complaint
- do not provide any information that is intentionally misleading or knowingly wrong
- cooperate with Local Land Services' inquiries or investigations
- treat staff with courtesy and respect.

If you do not meet these expectations, Local Land Services may set limits or conditions on handling your complaint.

What happens when you make a complaint?

If you make a complaint directly to staff, we will try to resolve the issue informally and as quickly as possible.

However, if your complaint cannot be resolved within three working days, your complaint escalates and is submitted into Feedback Assist where the following process is followed:

1. Acknowledgment - we will acknowledge your complaint within five working days via two emails generated by Feedback Assist and our staff.



2. If your complaint requires investigation, an appropriate staff member will be assigned to assess the case. The staff member will confirm receipt of the complaint and how it will be managed within two working days of receiving the case.
3. Resolution - we aim to resolve your complaint within one month of the date of receipt. If this is not possible, our staff will explain why and set a new resolution date.
4. At the conclusion of any investigation, the staff member presents a report for endorsement to their supervisor. The report includes recommendations for resolution and service improvements. You will be contacted directly with the outcome.

Right of review

If you are unhappy with the outcome, you may request an internal or external review.

The internal review is conducted by a senior staff member who has not been previously involved with the complaint.

A written report will be presented to the Director Corporate Operations within 15 working days from the date the internal review request was received. You will be notified of the outcome.

External reviews by the NSW Ombudsman may be undertaken at any time before, during or after the commencement of the internal complaints handling process.

Key contacts:

Director Governance and Information Requests Department of Industry

Phone: 02 9995 0911

Address: PO Box K348 Haymarket NSW 1240

Email: complaints@industry.nsw.gov.au

NSW Ombudsman

Phone: 02 9286 1000

Toll free: 1800 451 524

Online: www.ombo.nsw.gov.au/complaints/making-a-complaint

Web: www.ombo.nsw.gov.au

Email: nswombo@ombo.nsw.gov.au

Fax: 02 9283 2911

NSW Civil and Administrative Tribunal

Phone: 1300 00NCAT (1300 006 228)

Web: www.ncat.nsw.gov.au