

COMPLIMENTS AND COMPLAINTS: LANG LANG FORESHORE CARAVAN PARK

We welcome your feedback as it helps us improve our services.

Your feedback might be a compliment, a complaint, or a suggestion. Whatever it is, your feedback is important to us, and we are listening. It is important that you share your feedback with us as soon as you can.

If you are giving a **compliment or feedback**, we will ensure this reaches the area or person you are referring to.

If your feedback is a **complaint**, we will aim to resolve it as soon as possible as detailed below.

How to submit a compliment, complaint, or feedback:

- Speak to the Park Managers in person; or telephone them on **03 5997 5220**
- Email **comments@langlangforeshore.com.au** providing as much detail as possible and setting out the desired outcome.

Complaints process:

What we do first

The person to whom you made the complaint will attempt to resolve the issue at a local level. If the issue is resolved, the staff member will contact you to ask if you would still like to lodge an official complaint. If you wish to make an official complaint, we will assess the complaint, question relevant people and read any relevant documents.

Response

We expect to respond to you within one month.

Your responsibilities

In making your complaint you are responsible for:

- providing us with a clear explanation of the problem
- providing us with suggested solutions you are seeking (if any)
- giving us all the relevant information, you have or know at the beginning.
- telling us new facts or letting us know if you no longer want assistance.
- co-operating with us by dealing only with the Park Managers or Committee.
- treating our staff and volunteers with respect and courtesy.

Our responsibilities

Lang Lang Foreshore Committee is responsible for:

- handling your complaint professionally, efficiently, and fairly
- keeping you informed of our progress.
- giving you reasons for our decisions.
- treating you with respect and courtesy.

When a complaint takes longer to deal with

If our initial inquiries do not provide a satisfactory answer or reveal a bigger issue, we will let you know and advise you of a revised time frame. It can take more time if we need to:

- inspect large volumes of information.
- conduct interviews.
- visit site.

Escalating complaints

If you are dissatisfied with the response you may request for your complaint to be escalated to DELWP.

From time to time, DELWP receives complaints from members of the public. Depending on the nature of the complaint, DELWP may:

- work with the committee to resolve the issue
- conduct an investigation
- refer the allegation to the Ombudsman, Victoria Police or the Independent Broad-based Anti-Corruption Commission (IBAC).

Complaints to the Victorian Ombudsman

The Victorian Ombudsman investigates complaints about administrative actions and decisions by government agencies and public authorities. This includes committees of management. Any person can make a complaint. The Ombudsman can review the lawfulness of the committee's actions or decisions, as well as the reasonableness and fairness of its actions in the circumstances. The Ombudsman can also conduct investigations of its own initiative.

Complaints to IBAC about corruption or serious improper conduct

The department takes allegations of corruption seriously. A person with a complaint about alleged improper or corrupt conduct of committee members or DELWP employees can provide any information they have about the conduct, and the employees involved, to the department's Integrity Manager (integrity@delwp.vic.gov.au or 1800 903 877). A person may also choose to take their concerns directly to IBAC. For further information visit the IBAC website or call 1300 735 135