



NORFOLK ISLAND
THE ADMINISTRATION OF NORFOLK ISLAND

Got a complaint?

OUR CUSTOMER COMPLAINTS PROCEDURE

Informal Complaints

- ❖ Initially any complaint should be discussed with staff or the manager of the service area
- ❖ Most problems can be dealt with on the spot
- ❖ If you have no success or feel you are unable to discuss the problem with staff contact the complaints officer.

Formal Complaints

- ❖ Pick up a copy of the "How we deal with your Complaint" leaflet and complaint form.
- ❖ Fill in the complaint form, or you can phone, write or Email.
- ❖ We will write to you within five working days.
- ❖ We will tell you the name of the person dealing with your complaint.
- ❖ That person will respond within ten working days.
- ❖ If a reply cannot be provided, you will be informed of why and given a date when you will have a full reply.

Appeals Process

- ❖ You have the right to appeal the decision.
- ❖ If you disagree with the solution or are unhappy with the process contact the complaints officer.
- ❖ The complaints officer will refer the matter onto an Executive Officer. The Executive office will respond within 25 working days.

CONTACTING THE COMPLAINTS OFFICER

In Writing	Complaints Officer	Phone	22001 Extension 8
	Administration of Norfolk Island	Fax	22205
	New Military Barracks, Kingston	Email	complaints@admin.gov.nf
	Norfolk Island 2899	Person	Middle Floor New Military Barracks

Your satisfaction is important to us

All complaints are recorded and reported to the Chief Executive Officer