

Complaint Handling Procedure



Purpose

This procedure outlines how an individual or organisation can lodge a complaint with Port of Newcastle and the process that Port of Newcastle will follow in considering and responding to the complainant. Port of Newcastle strives to handle complaints in a fair, accessible, responsive and efficient manner. This procedure took effect in November 2014, and will be reviewed annually.

Introduction

Port of Newcastle strives to maintain strong relationships with all its stakeholders and to provide quality customer service. Port of Newcastle values stakeholders' feedback and is committed to the efficient and fair consideration and where possible, resolution, of complaints. Complaints are logged in a database, with notifications provided to the Executive Team.

Port of Newcastle's Functions

Port of Newcastle manages the following functions under a 98-year lease with the NSW Government: vessel scheduling; property management; port development; trade development; cruise shipping; dredging; survey; wharf and berth services; maintenance of major port assets; and pricing for associated services.

In noting details of the complaint, the Port of Newcastle representative will consider whether it relates to Port of Newcastle's functions and responsibilities. If the matter is outside Port of Newcastle's remit or control, this information will be clarified to the complainant and the complaint will not be lodged.

Reasonableness

Port of Newcastle will consider genuine individual complaints made on behalf of an individual, group or organisation. Complaints lodged in bulk (e.g. form letters) for the purpose of lobbying or disruption will not be considered as a genuine complaint.

Accessibility

This Policy is available at www.portofnewcastle.com.au. Printed copies may be requested.

Privacy and Confidentiality

Complaints are treated confidentially, and there will be no adverse repercussions. For the purposes of accurate reporting and follow up, Port of Newcastle requests that the complainant provides their name and contact details. This information will remain confidential to Port of Newcastle staff and Directors.

Process

How to lodge a complaint

Complaints can be made in person, via phone, email or website.

Phone **02 4908 8200**

Post **PO Box 790, Newcastle NSW 2300**

Attention: Executive Manager Communication Services

Email **info@portofnewcastle.com.au**

Website **www.portofnewcastle.com.au**

Please provide a telephone number and email address, to enable follow up communication.

Timeframe

For complaints that can be assessed and resolved quickly (for example, a noise complaint), the target resolution timeframe is 7 days.

If a complainant wishes to make a formal complaint, or if the circumstances involve matters which warrant a thorough and formal investigation, the target resolution timeframe is 60 days.

Acknowledgement

In the event of a formal complaint, or a matter which warrants a thorough and formal investigation, the complaint will be acknowledged in writing within 7 days. If further information is required, Port of Newcastle will contact the complainant.

Assessment

Port of Newcastle will record details of the complaint in writing. The complaint will be assessed and assigned priority.

Investigation

If the circumstances involve matters which warrant a thorough and formal investigation, Port of Newcastle will carry out an investigation. This would consider factual issues and options for complaint resolution.

Port of Newcastle will provide a written response to the complainant addressing the issues raised and outlining the assessment or investigation process followed. The target timeframe is within 60 days of the initial enquiry.

Review

If the complainant's issue remains unresolved, or they are not satisfied with the response, the Port of Newcastle representative will invite them to send a letter detailing the issue or dispute to the CEO. The CEO will then respond to the stakeholder within 30 days.

Consideration of systemic issues

If issues arise as a result of the complaint which Port of Newcastle regards as systemic, they will be considered and acted on.

Questions

For questions about this procedure or requests for assistance in lodging a complaint, contact the Communication Services team.

Phone 4908 8200

Email info@portofnewcastle.com.au

Office 6 Newcomen Street, Newcastle NSW