



WE WELCOME YOUR FEEDBACK



Fremantle Ports' role is to facilitate trade in an efficient and commercial manner while fulfilling its social and environmental responsibilities. Our aim is to be responsive in the way we operate and we are committed to continuous improvement.

Your comments and suggestions are valuable to us because they highlight opportunities to improve the quality of our services. This brochure is designed to make it easier for you to make your comment, complaint or suggestion in the most effective way.

OUR CORPORATE VALUES

Our People	<i>Respect, honesty and openness with one another</i>
Our Work Ethic	<i>Commitment to achieving high work standards</i>
Our Customers	<i>A dedication to customer service</i>
Our Workplace	<i>A safe and satisfying place to work</i>
Our Community & Environment	<i>Care for the community and the environment</i>

Your feedback is an opportunity for us to improve

Fremantle Ports takes customer and community feedback very seriously. We have a policy to ensure that all complaints are dealt with promptly and thoroughly, recognising that this is important for our success as a business and for our future sustainability.

We recognise that people have a right to complain if they are not happy with our services or aspects of our operations, and we welcome complaints as a valuable form of feedback.

If people are dissatisfied with an aspect of the services we provide, we need to know.

Fremantle Ports welcomes your comments.
You may like to use the form below to give us your feedback or provide us with ideas.

Full Name

Title

Company

Address

Phone

E-mail

Subject

Comments

Please hand to Reception or mail to:
Manager External Affairs
Fremantle Ports
PO Box 95
Fremantle 6595

Making it easy to tell us what you think

As an organisation, we want to ensure that customers and other members of the community have the opportunity to bring their complaints directly to us.

Written suggestions and complaints should be addressed to:

Manager External Affairs

Fremantle Ports

PO Box 95

Fremantle 6595

If you want to send us an E-mail, the address is:

mail@fremantleports.com.au

Fremantle Ports' website has a feedback window on the home page. The address is:

www.fremantleports.com.au

If you would like to telephone us to make a complaint, it is best to contact us during normal office hours on **9430 3555**.

As soon as they are registered in our system, complaints are drawn to the attention of a senior member of our staff. This ensures that the complaint can be investigated, with appropriate follow up.

Our publications include complaints information where appropriate, we have a complaints management policy and procedure, and an electronic complaints management system. This system helps us to keep track of complaints and ensures follow-up.

This is important because:

- we want to capture all complaints so we can respond to them
- we want to ensure timely and appropriate follow-up