



CUSTOMER SERVICE CHARTER

Policy 1.6

LAST REVIEW
Sept 2017

NEXT REVIEW
Sept 2019

MINUTE REF
C462/20-17

<p>POLICY STATEMENT:</p>	<p>1.1 We are committed to the timely, efficient, and consistent delivery of a range of quality services which support the Kingborough Council Strategic Plan 2010-2020.</p> <p>1.2 We will ensure that all customer contact is fair, friendly, informative and efficient. We subscribe to continuous improvement in service delivery to meet the changing needs of our customers and the community.</p> <p>1.3 We strive to provide a level of service that does not attract complaints, however in the instances where customers are dissatisfied, we will take all possible steps to achieve a resolution.</p>
<p>OBJECTIVE:</p>	<p>2.1 The Customer Service Charter provides a framework for defining service delivery standards, the rights of our customers, and how complaints from customers will be handled.</p>
<p>SCOPE:</p>	<p>3.1 This policy applies to all service requests and complaints made by customers in relation to Council's operations.</p>
<p>PROCEDURE:</p>	<p>4.1 <u>SERVICE STANDARDS</u></p> <p>4.1.1 When you, as a customer, visit or telephone Council, we will:</p> <ul style="list-style-type: none"> • treat you politely and with respect, • provide prompt, relevant, accurate and professional advice, • maintain your privacy, • keep you informed if the resolution to your enquiry is being delayed. <p>4.1.2 Where an enquiry is of a complex nature, or a meeting with a specific officer is required, customers are requested to make a prior appointment.</p> <p>4.1.3 Response Times</p> <ul style="list-style-type: none"> • Council undertakes a wide variety of activities which vary both in complexity and time taken to complete. • Council's schedule of processing/response times provides a guide to the most common service requests, with target times for completion or resolution. This schedule is included as Appendix A to this Policy. <p>4.1.4 Accessibility</p> <ul style="list-style-type: none"> • We will make our services accessible for our customers by supplementing personal contact options with a range of web and telephone-based payment, service request, and information services. <p>4.2 <u>OUR EXPECTATIONS OF OUR CUSTOMERS</u></p> <p>4.2.1 To help us to help you, we ask that you:</p> <ul style="list-style-type: none"> • Report any damage to, or failure of, Council's infrastructure or property. • Treat our staff with mutual respect.

- Provide complete details of your service request or complaint.
- Respect the privacy and rights of other people.
- Phone to make an appointment for a complex enquiry or a need to see a specific Officer.
- When necessary, contact the Officer nominated on any correspondence.

4.3 CUSTOMER SERVICE PROCESS

- 4.3.1 If a customer dissatisfaction relates to a failure in Council's infrastructure or service, such as potholes in a road, or an uneven footpath, or the failure to collect a wheelie bin, this will be treated in the first instance as a Service Request.
- 4.3.2 A service request may be lodged in person or by mail, telephone, fax, email, internet and through the National Relay Service. See 4.6 How to Contact Council.
- 4.3.3 The customer will receive either written or verbal acknowledgment that a Service Request has been lodged.
- 4.3.4 The Customer Service Unit will allocate a Service Request to the appropriate department or Officer. The unit will monitor the request and strive to ensure that action is taken in accordance with the Service Standard (Appendix A), and this Charter.
- 4.3.5 A complaint is not:
- A service request (unless the response was outside the Service Standard).
 - Verbal advice of unsatisfactory service or performance.
 - Disagreement with a policy or the direction of the Council.
 - A request for information or an explanation of a policy or procedure.
 - A complaint for which statutory review processes exist, such as an appeal against a planning decision for which there are appeal provisions in the Land Use Planning and Approvals Act 1993.
 - An expression of dissatisfaction with the behaviour or performance of a Councillor (that mechanism is contained in the Code of Conduct for Councillors).
 - A work-related grievance of an Officer or contractor.
- 4.3.6 If a customer is not satisfied with the outcome of a service request, or the matter relates to unsatisfactory conduct of an Officer(s), or a failure to comply with the Service Standard, the matter will be treated as a complaint and dealt with by the General Manager. Complaints are to be lodged in writing (includes email).
- 4.3.7 Complaints will be investigated and a response provided within 15 working days. Where a complaint involves complex issues, it may not be possible to meet this deadline. In these cases prior to the expiry of the timeframe we will inform the complainant of progress and when a response is likely to be given.
- 4.3.8 A disagreement with a policy or the direction of the Council may also be directed to the Mayor and/or individual Councillors.
- 4.3.9 We commit to a range of options for addressing unfair and incorrect decisions, or any unreasonable policy or procedure, or any inappropriate response, action or treatment by an Officer. Appropriate remedies may include:
- Admission of fault and apology

- Explanation
- Change of decision
- Change to policy or procedure
- Repair / rework / replacement
- Counselling or disciplining of staff

More than one remedy may be applied if the circumstances justify that course of action.

4.3.10 All complaints received by us will be treated with the utmost seriousness, however if a complaint is found to be malicious or vexatious, or it is a repeated complaint to which a response has previously been given, no further action may be taken on the complaint. The customer will be informed of this decision in writing by the General Manager.

4.3.11 While we will accept anonymous complaints, we will generally only act if the matter is considered to be serious and there is sufficient information provided to enable an investigation to be undertaken.

4.3.12 A complaint regarding the failure of Council, a Councillor or the General Manager to comply with the requirements of the *Local Government Act 1993* or any other Act; or a complaint that a Councillor, the General Manager or an employee of Council may have committed an offence under the *Local Government Act 1993* may be made to the Director of Local Government under [section 339E](#) of the *Local Government Act 1993*.

4.4 CUSTOMER RIGHTS

4.4.1 While we encourage customers to allow us to investigate complaints in the first instance, a customer who remains dissatisfied with the outcome of a review is entitled to seek external review from:

- The Ombudsman:

NAB House, Level 6
86 Collins Street
Hobart

GPO Box 960
Hobart Tas 7001
Ph 1800 001 170 (free call in Tasmania)
Email: ombudsman@ombudsman.tas.gov.au

- The Office of the Anti-Discrimination Commissioner:

Level 1
54 Victoria Street
Hobart

GPO Box 197
Hobart Tas 7001
Ph 1300 305 062

- The Director, Local Government Division:

GPO Box 123
Hobart Tas 7001
Ph 03 6232 7022
Email: lgd@dpac.tas.gov.au

A complaint made to the Director under [section 339E](#) of the Local Government Act 1993 is to be:

- in writing; and
- identify the complainant and the person against whom the complaint is made; and
- give particulars of the grounds of the complaint; and
- be verified by statutory declaration.

4.5 REPORTING

4.5.1 We are committed to using requests and complaints data to improve decision-making, business processes and customer service.

4.5.2 The General Manager will ensure that appropriate request and complaint management systems are in place and utilised to enable this to occur.

4.5.3 The number and nature of complaints received will be included in the Annual Report.

4.6 HOW TO CONTACT COUNCIL

- In person:
 - Civic Centre, 15 Channel Highway, Kingston Tasmania during the hours of 8:30am to 5pm Monday to Friday except public holidays.
 - Bruny Island Service Centre, Main Road, Alonnah during the hours of 8:30am to 5pm Monday to Friday except public holidays.
- Mail: Kingborough Council, Locked Bag 1, Kingston, Tasmania 7050
- Telephone: (03) 6211 8200 during the hours of 8:30am to 5:00pm Monday to Friday. Council provides an After-Hours Emergency Service on the same number.
- email to kc@kingborough.tas.gov.au
- Internet: www.kingborough.tas.gov.au
- Facebook: <https://www.facebook.com/KingboroughTas>
- Twitter: <https://twitter.com/KingboroughTas>
- Instagram: <http://www.instagram.com/kingboroughtas/>
- If you are deaf or have a hearing or speech impairment you can call through to the National Relay Service (NRS):
 - TTY users can phone 13 36 77 then ask for (03) 6211 8200
 - Speak & Listen (speech-to-speech) users can phone 1300 555 727 then ask for (03) 6211 8200
 - Internet relay users can connect to the National Relay Service website <http://relayservice.gov.au/> then ask for (03) 6211 8200

4.7 PRIVACY INFORMATION PROTECTION

4.7.1 Personal Information provided by a customer to Council is protected in accordance with the requirements of the Personal Information Protection Act 2004 and the Right to Information Act 2009.

COMMUNICATION:	5.1 All staff, Councillors and Customers, members of the public. Available free of charge at the Civic Centre and on Councils Web Site www.kingborough.tas.gov.au .
LEGISLATION:	6.1 Local Government Act 1993 section 339 (F) – Customer Service Charter. 6.2 Local Government (General Regulations) 2005 – Regulation 31 - Customer Service Charter.
RELATED DOCUMENTS:	7.1 Policy 9.14: Code of conduct – Employees 7.2 Policy 1.8: Code of Conduct - Councillors 7.3 Policy 9.3: Anti-Discrimination
AUDIENCE:	8.1 Public document

Service	Response/Processing Time (working days)*
Planning	
Process Development and Subdivision Application Assessment	30
Process amendments to approved permit conditions	20
Process Adhesion order application assessment	15
Process Sealed Plan amendments	20
(with hearing)	40
Council sealing of final plans (Subdivision and Strata)	15
Lodge a Part 5 agreement	10
Refunds	
Bank & bond guarantees – (Includes inspection 10 days)	20
Hall booking deposit – (includes inspection)	10
Building	
Grant Building or Demolition Permit	7
Issue Certificate of Completion for Building Work	5
Issue Certificate of Completion for Demolition Work	14
Amendments to approved building permit conditions (Council Certified) - including plumbing assessment	20
(Privately Certified with plumbing)	15
(Privately Certified no plumbing)	5
Plumbing	
Assess plumbing application and issue Certificate of Likely Compliance – Notifiable Plumbing Work	14
Assess plumbing application and issue Plumbing Permit	21
Assessment and issue of amendment to Notifiable Plumbing Work	14
Assessment and issue of amendment to Plumbing Permit	21
Issue Certificate of Completion (for notifiable or permit plumbing work)	5
Plumbing Inspection from time of request	2
Development Engineering	
Perform Subdivision inspection	5
Process Works in Road Reserve application	3
Health	
Process Special Plumbing Permit application	10
Process Temporary food licence application	10
Process Food licence application	10
Investigate a noise complaint	5
Investigate other environmental complaints	5
Urgent environmental health issues are dealt with immediately upon receipt of complaint.	1

Service	Response/Processing Time (working days)*
Natural Resource Management	
Tree removal applications	10
Illegal tree removal	3
Removal of declared weeds - inspection	5
Information Services	
Process a Right to Information request	10
Respond to a Complaint	15
Answer your phone call	1 Minute
Return Phone Calls within	2
Respond to general correspondence	10
Process 337 or 132 Certificates	10
Compliance	
Process Kennel licence application	30
Barking dog complaint (initial inspection)	3
Fire hazard (initial inspection)	5
Dogs at large	1
Dog attack	2
By-Law Exemption	10
Works	
Potholes in sealed and gravel roads - Inspect, assess and respond to customer. Add to a prioritised repair program based on risk assessment	15
Replace/repair damaged Street Signs – .Regulatory e.g. Give-Way, Stop Signs, Keep Left	5
Replace/repair damaged Street/Place name Signs	30
Missed Bin pickup	Same day where possible.
<p>* Processing times may increase where:</p> <ul style="list-style-type: none"> • Information provided by the customer or agent is incomplete and/or incorrect. • Inspections show non-compliance and/or the requirement of remedial works 	