

Customer Service Charter Policy

POLICY STATEMENT	<p>1.1 We are committed to the timely, efficient, and consistent delivery of quality services which places <i>“Our community at the heart of everything we do”</i> and <i>“Makes Kingborough a great place to live”</i>.</p> <p>1.2 We will ensure that all customer contact is fair, friendly, informative and efficient. We are committed to driving a culture of continuous improvement and excellence in service delivery to meet the changing needs of our customers and the community.</p> <p>1.3 We strive to provide a positive customer experience, however in the instances where customers are dissatisfied, we will take all possible steps to achieve a resolution.</p>
DEFINITIONS	<p>2.1 <i>Council</i> – Kingborough Council</p> <p>2.2 <i>Customer</i> – Ratepayers, individuals, groups or businesses to whom Council provides services.</p> <p>2.3 <i>Infrastructure</i> – Council owned or leased assets including but not limited to: roads; footpaths; drains; signs; and public facilities.</p> <p>2.4 <i>Service</i> – systems provided, or work undertaken, by Council on behalf of its customers.</p>
OBJECTIVE	<p>3.1 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>
SCOPE	<p>4.1 This policy applies to all service requests, enquiries and complaints made by customers in relation to Council services.</p>
PROCEDURE (POLICY DETAIL)	<p>5.1 Service Standards</p> <p>5.1.1 When you deal with 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>5.1.2 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>5.1.3 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>5.1.4 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 on-line and voice based payment, service request, applications and information services.

5.2 Our Expectations of our Customers

5.2.1 To help us to help you, we ask that you:

- 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.
- Make an appointment for a complex enquiry or need to see a specific Officer.
- When necessary, contact the Officer nominated on any correspondence.

5.3 Customer Service Process

5.3.1 When a customer contacts Council by phone or in person we aim to resolve your query at the first point of contact.

5.3.2 When a customer contacts Council about a failure of 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.

5.3.3 A Service Request may be lodged in person or by mail, telephone, fax, email, on-line and through the National Relay Service. See 5.6 How to Contact Council.

5.3.4 The customer will receive confirmation that a Service Request has been lodged.

5.3.5 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.

5.3.6 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).

5.3.7 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.

5.3.8 A disagreement with a policy or the direction of the Council may also be directed to the Mayor and/or individual Councillors.

5.3.9 We are accountable for our actions and 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

5.3.10 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.

5.3.11 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.

5.3.12 Complaints relating to the conduct of a Councillor are handled in accordance with the Code of Conduct for Councillors. A complaint form is available in Council's web site.

5.3.13 Complaints made by a Public Officer or Contractor relating to the conduct of a Council officer or Council are handled in accordance with the Public Interest Disclosures Policy & Procedures.

5.3.14 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.

5.3.15 Complaints 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, or decisions made under the Right to Information Act 2009 are dealt with in accordance with the relevant legislation.

5.4 Customer Rights

5.4.1 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
www: <https://www.ombudsman.tas.gov.au/home>

- The Office of the Anti-Discrimination Commissioner:
Level 1
54 Victoria Street
Hobart

GPO Box 197
Hobart Tas 7001
Ph 1300 305 062
Email: office@equalopportunity.tas.gov.au
www: <https://equalopportunity.tas.gov.au/home>

- The Director, Local Government Division:
GPO Box 123
Hobart Tas 7001
Ph 03 6232 7022
Email: lgd@dpac.tas.gov.au
www: http://www.dpac.tas.gov.au/divisions/local_government

A complaint made to the Director under section 339E of the Local Government Act 1993 must 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.

5.5 Reporting

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

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

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

5.6 How To Contact Council

5.6.1 In person:

- Civic Centre, 15 Channel Highway, Kingston Tasmania from 8.30am to 5pm Monday to Friday except public holidays.
- Bruny Island Service Centre, Main Road, Alonnah from 8:30am to 5pm Monday to Friday except public holidays.

5.6.2 Mail: Kingborough Council, Locked Bag 1, Kingston, Tasmania 7050

5.6.3 Telephone: (03) 6211 8200 from 8:30am to 5:00pm Monday to Friday. Council provides an After-Hours Emergency Service on the same number.

5.6.4 email to kc@kingborough.tas.gov.au

5.6.5 Internet: www.kingborough.tas.gov.au

5.6.6 Facebook: <https://www.facebook.com/KingboroughTas>

5.6.7 Twitter: <https://twitter.com/KingboroughTas>

5.6.8 Instagram: <http://www.instagram.com/kingbroughtas/>

5.6.9 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

	<ul style="list-style-type: none"> Internet relay users can connect to the National Relay Service website http://relayservice.gov.au/ then ask for (03) 6211 8200 <p>5.7 Privacy Information Protection</p> <p>5.7.1 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.</p>
GUIDELINES	6 There are no guidelines applicable to this policy.
COMMUNICATION	7.1 All staff, Councillors and Customers, members of the public. Available free of charge at the Civic Centre and on Council's Web Site
LEGISLATION	<p>8.1 <i>Local Government Act 1993</i> section 339 (F) – Customer Service Charter.</p> <p>8.2 <i>Local Government (General Regulations) 2005</i> – Regulation 31 - Customer Service Charter.</p> <p>8.3 <i>Personal Information Protection Act 2004</i></p> <p>8.4 <i>Right to Information Act 2009</i></p>
RELATED DOCUMENTS	<p>9.1 Policy 9.14: Employee Code of Conduct</p> <p>9.2 Policy 1.8: Code of Conduct for Councillors</p> <p>9.3 Policy 9.3: Bullying, Harassment and Discrimination Policy</p> <p>9.4 Policy 1.4: Public Interest Disclosures Policy & Procedures</p>
AUDIENCE	10 Public document

Appendix A – Service Delivery Time Frames

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	7
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 (where external referral is not required)	10
Investigate and 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)	5
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 regulatory Street Signs – . 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 	