



**DISTRICT COUNCIL
OF CLEVE**

CUSTOMER SERVICE CHARTER

'Our commitment to you'

COUNCILS COMMITMENT TO YOU!

This document states **our commitment to provide you, our customer**, with quality service that is professional, efficient and effective. These standards will be regularly monitored to gauge our performance and where we need to improve.

This Customer Service Charter is to work in unison with Council's Customer Service Policy and Complaints Procedure.

'Council is committed to the provision of quality service to customers and regards complaints as an opportunity to improve practices and procedures, as well as resolve the matter. The aim of this policy is to provide a fair, consistent and structured process for Council's customers if they are dissatisfied with a Council action, decision or service. Lessons learnt from complaint investigations will be used to directly inform service improvements.'

***District Council of Cleve Complaints Policy*

STRIVING FOR EXCELLENCE

We expect all employees, whether they are at reception, driving a truck or mowing a medium strip, to be committed to pursuing excellence in their role and satisfying customer expectations by being a proud ambassador for Council.

WHO ARE OUR CUSTOMERS

In Local Government, customers are not restricted to the people who 'like to buy our products' like businesses. Our customers are a much larger audience including (but not restricted to) rate payers, visitors to the district, residents of the district (not necessarily rate payers), businesses and persons who work with Council for a variety of reasons.

PRINCIPALS UNDERLYING THE CHARTER

The Customer Service Charter is based on five fundamental principles:

- ***Fairness:*** Treating customers in a fair and respectful manner and not discriminating.
- ***Accessibility:*** Council acts in a transparent manner ensuring the public are aware of the materials they can access from Council (e.g. policies and procedures) and how to do this (Council website, in office etc).
- ***Responsiveness:*** Providing sufficient resources and services to ensure customer expectations are exceeded.
- ***Efficiency:*** Complaints will be resolved as quickly as possible, while ensuring that they are dealt with at a level that reflects their level of complexity.
- ***Team Work:*** Employees of Council (including authorised officers and contractors) act towards a common goal to provide quality service to our customers.

OUR PROMISE TO YOU AND HOW WE DELIVER ON THEM

- Answer your call within 3 rings.
- Not have customers on hold for more than 30 seconds without them being told the progress of their call.
- All Council mobile phones have a message bank service, any messages left on the phone will be replied to by the end of the next working day.
- Customers at the counter are acknowledged straight away.
- Customers are attended to straight away (where possible).
- A customer with an appointment will be met within five minutes of the appointed time.
- Serve all customers in a professional and polite manner.
- Up-to-date and useful information is available on our website www.cleve.sa.gov.au
- A range of payment options are available.
- Time and effort is put into recruiting employees to ensure that they are customer focused and that they maintain the drive to satisfy our customers.
- Employees are trained to provide information on council services.
- Employees are to respond to enquiries and requests in a prompt manner.
- Undertake community engagement activities to ensure we understand and respond to what the community need from us.

HANDLING COMPLAINTS

Council welcomes complaints as a way of improving its services and programs as well as providing an opportunity to improve. Customers can be ensured that the following steps will be used by employees to ensure complaints are dealt with efficiently and effectively.

- Employees will acknowledge complaints promptly.
- Assess the complaint.
- Investigate.
- Respond to the complaint in the time frames set out in the table below.
- Follow up any customer service concerns.
- Find a workable solution.
- Consider whether there are systemic issues which need correction (e.g. procedure change).
- Monitor customer service complaint statistics.

RESPONSE TIMES FOR CUSTOMERS ENQUIRES / COMPLAINTS

Contact Type	Ideal	Maximum working days
Face-to-face	At first contact	2
Email	Within 2 working days	5
Letters/faxes	Within 5 working days	7
Phone calls	At first contact	2

Emphasis will be placed on resolving complaints as quickly as possible. Where complaints cannot be settled in the first instance, Council will ensure that they are dealt with through appropriate more formal procedures by employees with the authority to make decisions.

HELP US HELP YOU

We are constantly looking for ways to enhance the services and programs we provide to you. If you have been pleased with our service, let us know as it gives us the opportunity to recognise the great service provided by our employees.

A feedback form is available at the Council Office or you can download one from our website www.cleve.sa.gov.au

HOW TO CONTACT US

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POSTAL ADDRESS

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council@cleve.sa.gov.au

WEBSITE

www.cleve.sa.gov.au

SOCIAL MEDIA

Facebook - <https://www.facebook.com/DistrictCouncilofCleve/>

Twitter - <https://twitter.com/CleveCouncil>

Instagram - <https://www.instagram.com/district.council.of.cleve/>

AFTER HOURS

Peter Arnold – Chief Executive Officer

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AVAILABILITY OF THE CHARTER

This Charter will be available for inspection at the Council's Offices during ordinary business hours and via the Council's website <http://www.cleve.sa.gov.au>. Electronic versions are the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version.

ADOPTION OF CHARTER

This Charter was adopted by the Council at its Ordinary Council meeting on 13th April 2021.



Peter Arnold
Chief Executive Officer

DOCUMENT REVIEW

This document will be reviewed by the District Council of Cleve following Council elections every (4) four years.

REVIEW HISTORY

Version	Issue Date	Author	Reason for Change
4	December 2020	Jodie B	Minor updates following Council election 2018 Formatting Added availability of policy, adoption of policy, document review and review history sections.