



# Customer Service Charter Policy

<b>Policy No:</b>	1.6
<b>Approved by Council:</b>	October 2024
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<b>Minute No:</b>	C308/19-2024
<b>ECM File No:</b>	12.127
<b>Version:</b>	2.0
<b>Responsible Officer:</b>	Director Governance, Recreation & Property Services
<b>Strategic Plan Reference:</b>	1.5 An active and healthy community, with vibrant, clean local areas that provide social, recreational and economic opportunities.

### 1. POLICY STATEMENTS

- 1.1 We are committed to the timely, efficient, and consistent delivery of quality services which places *“Our community at the heart of everything we do”* and *“Makes Kingborough a great place to live”*.
- 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.
- 1.3 We strive to provide a positive customer experience, however in the instances where customers are dissatisfied, we welcome their complaints and will take all possible steps to achieve a resolution.

### 2. DEFINITIONS

- 2.1 **Council** means Kingborough Council
- 2.2 **Customer** means Ratepayers, individuals, groups or businesses to whom Council provides services.
- 2.3 **Infrastructure** means Council owned or leased assets including but not limited to: roads; footpaths; drains; signs; and public facilities.
- 2.4 **Service** means systems provided, or work undertaken, by Council on behalf of its customers.

### 3. OBJECTIVE

- 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.

### 4. SCOPE

- 4.1 This policy applies to all service requests, enquiries and complaints made by customers in relation to Council services.

### 5. PROCEDURE (POLICY DETAIL)

#### 5.1 Service Standards

5.1.1 When you deal with Council, we will:

- i. treat you politely and with respect,
- ii. provide prompt, relevant, accurate and professional advice,
- iii. maintain your privacy,
- iv. keep you informed if the resolution to your enquiry is being delayed.

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.

5.1.3 Response Times

- i. Council undertakes a wide variety of activities which vary both in complexity and time taken to complete.
- ii. 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.

5.1.4 Accessibility

- i. We will make our services accessible for our customers by supplementing in-person contact options with a range of on-line and voice based payment, request, application and information services.

### **5.2 Our Expectations of our Customers**

- 5.2.1 To help us to help you, we ask that you:
- i. Report any damage to, or failure of, Council's infrastructure or property.
  - ii. Treat our staff with mutual respect.
  - iii. Provide complete details of your service request or complaint.
  - iv. Respect the privacy and rights of other people.
  - v. Make an appointment for a complex enquiry or need to see a specific Officer.
  - vi. 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, an uneven footpath, or barking dog, 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, email, on-line and through the National Relay Service but not through social media (see 5.6 Communication with Council).
- 5.3.4 The customer will receive confirmation that a Service Request has been lodged (if required).
- 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.

### **5.4 Complaints**

- 5.4.1 If a customer contacts Council and is dissatisfied with the outcome of a service request, or the quality of an action, decision or policy made by the Council, Council staff or Council Contractor, the matter will be treated as a complaint.
- 5.4.2 We will attempt to resolve simple complaints such as a missed bin collection or follow-up of an outstanding request at the time you contact us.
- 5.4.3 More complex complaints will be referred to the responsible department for action and responded to within 15 working days.
- 5.4.4 If you remain dissatisfied with the outcome of a complaint, options are provided for your complaint to be independently reviewed.
- 5.4.5 Full details about how Council will deal with your complaint are contained within Council's Complaints Management Policy 1.20.
- 5.4.6 Council does not use social media to respond to complaints. Customers are encouraged to lodge these online or in writing to ensure that they can be captured and assigned to the appropriate staff member for attention.

### **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 Chief Executive Officer 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 reported quarterly and included in the Annual Report.

### 5.6 Communication with Council

5.6.1 In person:

- i. Civic Centre, 15 Channel Highway, Kingston Tasmania from 8.30am to 5pm Monday to Friday except public holidays.
- ii. 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](mailto:kc@kingborough.tas.gov.au)

5.6.5 Internet: [www.kingborough.tas.gov.au](http://www.kingborough.tas.gov.au)

5.6.6 Facebook: [www.facebook.com/KingboroughTas](http://www.facebook.com/KingboroughTas)

5.6.7 Instagram: [www.instagram.com/kingboroughtas/](http://www.instagram.com/kingboroughtas/)

5.6.8 If you have specific communication needs or barriers, we can assist by using:

- i. TTY users can phone 13 36 77 then ask for (03) 6211 8200
- ii. Speak & Listen (speech-to-speech) users can phone 1300 555 727 then ask for (03) 6211 8200
- iii. Internet relay users can connect to the National Relay Service website <https://www.infrastructure.gov.au/media-technology-communications/phone/services-people-with-disability/accesshub/national-relay-service> then ask for (03) 6211 8200. You may need to register for this service.

### 5.7 Privacy Information Protection

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*.

## 6. GUIDELINES

6.1 Nil.

## 7. 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.

## 8. LEGISLATION

8.1 *Local Government Act 1993* section 339 (F) – Customer Service Charter.

8.2 *Local Government (General Regulations) 2005* – Regulation 31 - Customer Service Charter.

8.3 *Personal Information Protection Act 2004*.

8.4 *Right to Information Act 2009*.

### **9. RELATED DOCUMENTS**

- 9.1 Policy 9.14: Employee Code of Conduct Administrative Policy.
- 9.2 Code of Conduct for Councillors.
- 9.3 Policy 9.20: Workplace Behaviour Administrative Policy.
- 9.4 Policy 1.4: Public Interest Disclosures Policy & Procedures.
- 9.5 Policy 1.20: Complaints Management Policy.
- 9.6 Policy 3.16 Information Management Policy (Reporting section).

### **10. AUDIENCE**

- 10.1 Public document.

### **Appendix A – Service Delivery Time Frames**

<b>Service</b>	<b>Response/Processing Time (working days)*</b>
<b>Planning</b>	
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
<b>Refunds</b>	
Bank & bond guarantees – (Includes inspection 10 days)	20
Hall booking deposit – (includes inspection)	10
<b>Building</b>	
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
<b>Plumbing</b>	
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
<b>Development Engineering</b>	
Perform Subdivision inspection	5
Process Works in Road Reserve application	3
<b>Health</b>	
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)*
<b>Natural Resource Management</b>	
Tree removal applications	10
Illegal tree removal	3
Removal of declared weeds - inspection	5
<b>Governance Recreation &amp; Property Services</b>	
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
<b>Compliance</b>	
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
<b>Works</b>	
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"> <li>• Information provided by the customer or agent is incomplete and/or incorrect.</li> <li>• Inspections show non-compliance and/or the requirement of remedial works</li> </ul>	