



# CUSTOMER SERVICE CHARTER



## Customer Service - Our Commitment to You

At Sorell Council, we are committed to working in partnership with our community to consistently deliver programs and services that are within our capacity and resources, with a focus on exceptional customer service.

Our staff are committed to ensuring that our organisation's values of integrity, unity, respect and innovation are reflected in their actions, whether dealing directly with our customers, or working together to deliver programs and services to our community.

### When dealing with Council you can expect us to:

- Greet you with a smile.
- Communicate clearly and listen carefully.
- Make things as simple as possible for you.
- Provide accurate, prompt, friendly, courteous and professional customer service.
- Give you choices about how and when you contact us.
- Actively seek your feedback on our service to ensure they meet your needs.
- Provide an after-hours service response for emergency incidents.
- Acknowledge all written correspondence and promptly provide a response.
- Provide first point resolution wherever possible.
- We will protect your privacy and personal information.

### You can help us by:

- Treating our staff with mutual respect.
- Showing respect and courtesy to other customers and Council staff.
- Being complete and accurate in your dealings with us.
- Working with us to resolve issues, as the use of aggressive and abusive language and behaviour will not be tolerated.
- Making an appointment by phone if you have a complex issue.
- Providing your name and contact details.

### Personal Information

Respecting our customers' privacy is important to us and all personal and confidential information is handled in accordance with the *Personal Information Protection Act 2004*. Confidential information will only be accessed for authorised work-related tasks.

### Providing us with feedback

We encourage you to contact us directly regarding your service experiences.

You can contact us in person, by email or via phone:

Email	<a href="mailto:sorell.council@sorell.tas.gov.au">sorell.council@sorell.tas.gov.au</a>
Website	<a href="http://www.sorell.tas.gov.au">www.sorell.tas.gov.au</a>
Mail	PO Box 126, SORELL TAS 7172
In person	47 Cole Street, Sorell
Phone	(03) 6269 0000
	(Weekdays from 8.15am to 4.45pm, excluding public holidays)

## SERVICE

## STANDARD

### We will:

Answer your telephone call	Within 15 seconds
Return your call	Within 24 hours
Reply to your correspondence	Within 10 working days
Acknowledge your correspondence if a detailed reply is required	Within 10 working day
Respond to social media posts (Facebook and Instagram)	Within 48 hours
Respond to complaints (dissatisfaction of service)	Within 10 days
Provide an afterhours service for emergencies	At all times the Council Office is closed
Leave a business card with contact details if you are not home	On every occasion
<b>Building</b>	
Process Notifiable building work	Within 2 days
Process a Building Permit*	Within 7 days
Issue Building Completion Certificates*	Within 5 days
Emergency Orders	Within 2 days
<b>Dogs</b>	
Respond to urgent incidents	Within 24 hours
Respond to routine incidents	Within 2 working days
<b>Drainage / Stormwater</b>	
Respond to drainage emergencies	Within 24 hours
Respond to seepage and drainage issues	Within 10 working days
<b>Environmental Health</b>	
Respond to food complaints	Within 48 hours
Respond to urgent environmental nuisances	Within 24 hours
Inspect registered food premises	As per statutory requirement
Conduct school immunisations	As per recommended schedule
<b>Finance / Rates</b>	
Payment of accounts	Within 30 days after receipt of invoice
Respond to rates enquires	Within 10 working days
<b>Fire Hazards</b>	
Conduct fire abatement inspections	November to January (annually)
Respond to fire hazard enquiries	Within 5 working days

\*These response times reflect working days and are exclusive of weekends and public holidays.

## SERVICE

## STANDARD

### Governance

Review Council's Strategic Plan	Every four years
Conduct AGM	Each December
Publish Annual Report	Each November
Publish Sorell Times Ad	Monthly
Publish Council Meeting Agenda	4 days prior to meeting
Publish Council Meeting Minutes	4 days after meeting
Publish DASC Meeting Agenda	4 days prior to meeting
Publish DASC Meeting minutes	4 days after meeting

### Human Resources

Acknowledge receipt of job applications	Within 2 working days
Respond to outcomes following interviews	Within 2 weeks

### Planning / Subdivisions

No Permit Required Assessment	Within 14 days
Permitted Application*	Within 28 days
Discretionary Application*	Within 42 days

### Plumbing

Process Certificate of Likely Compliance*	Within 14 day
Process Plumbing Permit*	Within 14 days
Issue Plumbing Completion Certificates*	Within 5 days
Emergency Orders	Within 2 days

### Roads

Respond to pothole, edge breaks and cracking requests	Within 10 working days
Grade major unsealed roads	3-4 times per year
Road sweeping of Council owned roads (kerb & gutter)	Each quarter

### Waste Management

Garbage collection	Weekly
Recycling collection	Fortnightly
Green waste collection	Monthly
Hard waste collection	Every 3 months

\* These response times reflect working days and are exclusive of weekends and public holidays.

## **Complaints**

If you are not satisfied with our service, or we have made a mistake, please forward your complaint to us directly so that we can look into the matter. A complaint can be made in writing or by email, addressed to the relevant Departmental Manager. Each Department Manager is responsible for dealing with complaints relevant to their area.

Please ensure the following details are included:

- Your full name, address, telephone number and email address. Consideration to anonymous complaints may be given where there is a potential risk to persons or property;
- Date, times and location of events;
- To Whom you have spoken to within Council;
- Copies of letters or documents relevant to the complaint;
- State what you hope to achieve as an outcome to the complaint; and
- Sufficient details for the complaint to be actioned.
- Council will acknowledge receipt of all complaints within 10 working days, with the aim of reaching a resolution to the complaint and advising you of the outcome within twenty one (21) working days of it being received.
- If a complaint is not able to be resolved within the 21 days, as more detailed investigation is required, we will keep you informed on its progress.

### **Once a complaint is received**

In considering a complaint, the relevant Manager or General Manager will:

- Treat it in confidence within the requirements of the *Personal Protection Act 2004*.
- Not discriminate against anyone for any reason.
- Examine the information provided and follow up points which require clarification.
- Look at Council Policies and relevant Legislation that might have a bearing on the complaint.
- Consider whether or not Council is at fault.
- Consider any necessary action to be taken to correct any fault identified.
- Where appropriate, consider a review of Council's procedures to avoid similar complaints in the future.

### **If you are not satisfied with the outcome**

If you are still not satisfied with the outcome, you can ask for a review of your complaint by the General Manager who will investigate the matter and contact you to inform you of their findings.

### **If you are still not satisfied after a review**

If you remain unsatisfied with Council's response to your complaint you have the right to approach any of our elected Councillors either in writing or in person, Councillors contacts are located on Council's Website [www.sorell.tas.gov.au](http://www.sorell.tas.gov.au). It is then open to the Councillor to take the matter up on your behalf. While this is the final stage of Council's complaints procedure, there are further external avenues available through The Ombudsman and Local Government Division:

#### **The Ombudsman**

Level 6, 86 Collins Street

HOBART TAS 7000

Phone: 1800 00 170

Email: [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)

#### **Local Government Division**

Level 5, 15 Murray Street

HOBART TAS 7000

Phone: (03) 6232 7022

Email: [lgd@dpac.tas.gov.au](mailto:lgd@dpac.tas.gov.au)

### **Related Council Policies and Documents**

The Customer Service Charter has been developed in conjunction with our Customer Service Strategy to demonstrate our commitment to high quality customer service and customer satisfaction.

Council documents relied upon:

- Code of Conduct
- Customer Service Strategy
- Complaints Resolution Policy
- Councillor Code of Conduct
- Council Strategic Plan
- Public Interest Disclosure Policy

This charter complies with the *Local Government Act 1993*.

Section 339F (4) of the *Local Government Act 1993* requires a Council to review its customer service charter within 12 months after a council election.