



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	sorell.council@sorell.tas.gov.au
Website	www.sorell.tas.gov.au
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
Building	
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
Dogs	
Respond to urgent incidents	Within 24 hours
Respond to routine incidents	Within 2 working days
Drainage / Stormwater	
Respond to drainage emergencies	Within 24 hours
Respond to seepage and drainage issues	Within 10 working days
Environmental Health	
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
Finance / Rates	
Payment of accounts	Within 30 days after receipt of invoice
Respond to rates enquires	Within 10 working days
Fire Hazards	
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.

*Denotes statutory timeframes

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.

*Denotes statutory timeframes

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. 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

Local Government Division

Level 5, 15 Murray Street

HOBART TAS 7000

Phone: (03) 6232 7022

Email: 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.