



**KING
ISLAND
COUNCIL**

Customer Service is important to us

Our Customer Service Charter sets out our service delivery approach and commitment to customers, their rights and responsibilities and how they can resolve complaints. This charter is the public expression of our commitment to customers.

Council is committed to effective courteous and respectful conduct of the business of the Council. Council considers courteous and respectful two-way communication as a foundation for improved mutual benefit and understanding throughout our interactions with customers.

Suggestions, compliments and complaints are valuable sources of information to Council as they help our organisation to understand the needs of our customers and put plans in place that will help us to offer improved service levels.

Being open to feedback helps the Council to:

- Improve accountability to the community
- Demonstrate our commitment to Customer Service
- Identify areas, which need improvement
- Plan appropriate projects and services, and
- Obtain valuable feedback that keeps us abreast of community need and expectation.

Council will ensure that all feedback is:

- Received courteously and entered into Council's Customer Service Request register. This register is reported monthly at Council meetings.
- Investigated fully
- Acted upon as promptly as possible and appropriately, and
- Processed consistently, with respect to privacy, timeliness and fairness

OUR COMMITMENT TO YOU

- Our customers are our focus
- We are committed to providing timely, efficient and consistent service to you
- We will continuously strive to meet or exceed the service standards and commitments set out in our Charter
- We will deal with our customers in an open, honest and courteous manner and respect their privacy at all times
- Our decision-making processes will be fair and accountable
- We will recognise mistakes and work to reduce the risk of similar mistakes happening again
- We will always treat our customers with respect and politeness. If a customer is unable to provide the same courtesy in return, Council is supportive of staff advising customers they are unable to assist whilst they are behaving inappropriately and if the behaviour persists contact will be ended

CUSTOMER SERVICE TIMELINESS TARGETS

We aim to:

- Answer all telephone calls to the Council office promptly
- Respond to telephone enquiries within one working day
- Acknowledge email and written enquiries within three working days
- Respond to safety and/or hazard issues within one working day
- Reply to correspondence within 10 working days
- Attend to visitors as soon as possible (if you do not have a pre-arranged appointment), and
- See you punctually at the scheduled time if you have a pre-booked appointment

Where an enquiry is likely to take more than the stated response target, we will keep the customer regularly informed of our progress.

HOW TO PROVIDE FEEDBACK?

You may provide feedback to us by:

- Phoning us on **(03) 6462 9000** during business hours between 8:30am and 4:30pm weekdays
- Calling into the Council Chambers, George Street, Currie during business hours
- E-mailing us at: kicouncil@kingisland.tas.gov.au
- Visiting www.kingisland.tas.gov.au and using the *'Report an Issue'* quick link on our home page
- Writing to us at:
 - King Island Council
 - PO Box 147
 - Currie, Tasmania 7256

Please note: Complaints must be in writing. Council does not accept or respond to anonymous complaints or complaints written under a pseudonym.

WHAT HAPPENS AFTER A COMPLAINT IS MADE?

The Council has a complaint handling process. If Council cannot resolve your concern immediately, we will:

- Acknowledge receipt of the complaint
- Log the complaint into Council's Customer Service Request Register
- Notify the appropriate department or responsible officer
- The officer will then investigate and either
 - o Address the problem
 - o Make further enquiries
 - o Advise what action will be taken
- Once the complaint has been investigated, the respondent will be contacted with the outcomes. Council will strive to resolve all complaints within **ten working days** however, some issues may take longer. If this is the case, Council will keep you informed on the progress.

WHAT IF I AM UNHAPPY WITH THE RESULT?

If you remain dissatisfied with the outcome, you may request the General Manager to review any customer request/complaint decision made by Council staff.

If you remain dissatisfied following review of the matter by the General Manager, the matter may, on request, be directed to the Mayor for review dependent on the type of complaint.

If you believe your concerns have still not been adequately addressed, you may refer your complaint to:

<p>The Ombudsman Tasmania (Investigates complaints about the administrative actions of Tasmanian Government Departments, Local Councils and a range of public authorities).</p> <ul style="list-style-type: none"> • Phone: 1800 001 170 • E-Mail: ombudsman@ombudsman.tas.gov.au • Web: www.obudsman.tas.gov.au • Write to: <ul style="list-style-type: none"> GPO Box 960 HOBART TAS 7001 	<p>Integrity Commission (Investigates complaints of misconduct or unethical conduct of councillors and council employees)</p> <ul style="list-style-type: none"> • Phone: 1300 720 289 • E-Mail: integritycommission@integrity.tas.gov.au • Web: www.integrity.tas.gov.au • Write to: <ul style="list-style-type: none"> GPO Box 822 HOBART TAS 7001
<p>Director of Local Government (Investigates complaints about legislative non-compliance or offences under the Local Government Act 1993 and related legislation)</p> <ul style="list-style-type: none"> • Phone: (03) 6232 7022 • E-Mail: ljd@dpac.tas.gov.au • Web: www.dpac.tas.gov.au • Write to: <ul style="list-style-type: none"> Director of Local Government Local Government Division GPO Box 123 HOBART TAS 7001 	<p>Department of Justice (Includes Office of the Anti-Discrimination Commissioner [Equal Opportunity Tasmania] – 1300 305 062, WorkSafe Tasmania – 1300 366 322 and the Tasmanian Planning Commission – (03) 6165 6828)</p> <ul style="list-style-type: none"> • Phone: 1300 135 513 (general enquiries to Dept Justice) • E-Mail: <ul style="list-style-type: none"> office@equalopportunity.tas.gov.au wstinfo@justice.tas.gov.au tpc@planning.tas.gov.au • Web: www.justice.tas.gov.au • Write to: <ul style="list-style-type: none"> GPO Box 825 HOBART TAS 7001