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 we can provide the best possible service to you. 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 outcomes that have a mutual benefit and understanding throughout our interactions with customers.

Suggestions, ideas, requests for information, compliments and complaints are valuable sources of information and feedback 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 needs and expectations.

Council will ensure that all feedback is:

- received courteously and entered into Council's Service Request register;
- fully investigated;
- 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 our customers at all times.
- 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.

Help us help you by:

- Always treating our staff with courtesy and respect.
- Letting us know when things change, such as your contact details.
- Telling us when you think our service is less than satisfactory, and when we excel.

Council values the wellbeing of our staff. Inappropriate behaviour towards our staff will not be tolerated and Council is supportive of staff terminating contact if the behaviour persists.

Customer Service Charter

Customer Service Timeliness Targets:

We aim to:

- Answer all telephone calls to Council premises promptly.
- Return telephone messages within 2 business days or at an agreed time.
- Respond to safety issues within 1 working day, noting that:
    - in an emergency, please call 000;
    - for emergency help in flood, storm and tsunami call SES on 132 500; or
    - for Council after hours call 6462 9000
- Reply to written correspondence within 10 business days.
- Attend the front counter promptly and greet customers and visitors warmly.
- Be punctual for scheduled meetings if you have a pre-booked appointment.
- Acknowledge general customer service enquiries, including those sent through our online feedback forms (i.e. "*Lodge a Service Request*"), within 2 business days.
- Take action on Service Requests within set target timeframes:
    - Most service requests will be given a 10 business day outcome target. Customers will be contacted with an approximate date/timeline for completion and provided with confirmation that the work has taken place.
    - Requests that have a higher level of urgency and that pose a significant safety risk, (and is a Council responsibility) to be responded to within 1 business days depending on the issue.
    - Requests with more complex investigation or require scheduling - within 10 business days customers will be contacted and provided with an update of actions taken, what considerations are included and a timeframe for further contact including advising the outcome of what was done and why if required.
- 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 '***Lodge a Service Request'*** quick link on our home page
    - Writing to us at:

      King Island Council
      PO Box 147
      Currie, Tasmania 7256

What is a Complaint?

- Complaints are also a valuable resource, and are handled slightly differently to ensure that full investigation and response can occur
- A complaint exists when there is a gap between the service provided and the customer's expectation
- A complaint must be made in writing and delivered by hand, via email or by post, and be addressed to the General Manager. Council does not accept or respond to anonymous complaints or complaints written under a pseudonym. This is to ensure that all details are captured and instances resulting in a complaint can be fully investigated and an informed response provided to the complainant.

What happens after a Complaint is made?

The Council has a complaint handling process. We will:

- acknowledge receipt of the complaint;
- log the complaint into Council's Service Request System and direct it to the appropriate Senior Manager, or General Manager;
- the Senior Manager will carry out a full investigation and decide what further actions may be required to address the issue, if the complaint is upheld;
- once the complaint has been investigated and outcomes decided and addressed, the respondent will be contacted with the outcome; and
- Council will strive to resolve all complaints within **10 business days** however, some issues may take longer. If this is the case, Council will keep you informed on the progress.

Unhappy with the with the outcome?

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

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

The Ombudsman Tasmania (Investigates complaints about the administrative actions of Tasmanian Government Departments, Local Councils and a range of public authorities). • Phone: 1800 001 170 • E-Mail: ombudsman@ombudsman.tas.gov.au • Web: www.obudsman.tas.gov.au • Write to: GPO Box 960 HOBART TAS 7001	**Integrity Commission** (Investigates complaints of misconduct or unethical conduct of councillors and council employees) • Phone: 1300 720 289 • E-Mail: integritycommission@integrity.tas.gov.au • Web: www.integrity.tas.gov.au • Write to: GPO Box 822 HOBART TAS 7001
Director of Local Government (Investigates complaints about legislative non-compliance or offences under the Local Government Act 1993 and related legislation) • Phone: (03) 6232 7022 • E-Mail: lgd@dpac.tas.gov.au • Web: www.dpac.tas.gov.au • Write to: Director of Local Government Local Government Division GPO Box 123 HOBART TAS 7001	**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) • Phone: 1300 135 513 (general enquiries to Dept Justice) • E-Mail: office@equalopportunity.tas.gov.au wstinfo@justice.tas.gov.au tpc@planning.tas.gov.au • Web: www.justice.tas.gov.au • Write to: GPO Box 825 HOBART TAS 7001