



Customer Service Policy

Policy Number	C1
Responsible Officer(s)	Team Leader Community
Policy Adopted	September 2023
Next Review Date	September 2027
Minutes reference	2023/09-14
Applicable Legislation	<i>Local Government Act 1999</i>
Related Policies	Information Privacy Policy; Records Management Policy.
Related Procedures	Request for Service Procedure; Complaint Handling Procedure; Council Decisions Internal Review Procedure; Public Interest Disclosure Procedure.

1. POLICY PRINCIPLE

The Wakefield Regional Council ("Council") values our customers and we are committed to delivering a quality customer experience by addressing and resolving enquiries, complaints and feedback, improving service delivery and increasing community satisfaction.

2. POLICY OBJECTIVE

This policy applies to all Council Employees and Council Members and provides guidance on:

- All customer interactions;
- Council's response to Requests for Service, Complaints and Feedback to Council from customers.

3. POLICY STATEMENT

We value our customers and strive to provide the right people, efficient processes, and systems to deliver a quality customer experience. We recognise the importance of Complaints and Feedback, regarding them as opportunities to improve.

Our customer service approach is underpinned by Council's core values:



1. We put SAFETY FIRST



2. We deliver EXCEPTIONAL SERVICE



3. We work as ONE TEAM



4. We create a POSITIVE AND SUPPORTIVE workplace



5. We RESPECT AND VALUE all people



6. We are EMPOWERED to achieve great things

4. REQUESTS FOR SERVICE

- 4.1 Council acknowledges the diversity of our community and understands that everyone has individual rights and needs. Our aim is to offer exceptional customer service to provide straight forward and logical access to our services, facilities and information.
- 4.2 There is a variety of options in regard to accessing Council services. Council may be contacted via:
- Councils website: www.wrc.sa.gov.au
 - Telephone: (08) 8862 0800
 - Email: admin@wrc.sa.gov.au
 - In person: Balaklava Civic Centre, Scotland Place, Balaklava SA 5461
 - Mail: PO Box 167, Balaklava SA 5461
- 4.3 For most Requests for Service, contact names, addresses or phone numbers are required to confirm information, or if necessary to obtain additional information. Anonymous Requests for Service may not be accepted or investigated, depending on the nature of the information provided and the severity of the situation or the service requested. Council's Records Management Policy and Information Privacy Policy provides further information on how Council collect, use and store personal information.
- 4.4 In determining how to respond to a Request for Service, Council will consider the following:
- Council's Strategic Management Plans, Asset Plans and Annual Budget and Business Plan;
 - Level of Service (see *Request for Service Procedure* for definition);
 - An assessment of Risk;
 - Legislative obligations.
- 4.5 For more information on the Request for Service process, please refer to Council's Request for Services Procedure available on Council's website.

5. CUSTOMER COMPLAINTS AND FEEDBACK

- 5.1 Exceptional customer service is efficient, fair, impartial and responsive. Council aims to provide exceptional customer service whilst listening and responding to Complaints and Feedback.
- 5.2 Council Employees are committed to managing your Complaints and Feedback professionally, confidentially and as efficiently as possible in accordance with Council procedures and legal obligations. If you are making a complaint, your identity will be made known only to those who need to know for the purpose of investigating and resolving the complaint.
- 5.3 Council will acknowledge receipt of a complaint in writing within 5 working days where the identity and contact details of the complainant are provided and the complainant is seeking acknowledgment.
- 5.4 Council will endeavor to be consistent, fair and amicable in facilitating an outcome to your Complaint or Feedback. Outcomes will be proportionate and appropriate to the circumstances.
- 5.5 In circumstances where Council are unable to satisfactorily address a complaint, the complainant may exercise their right to request an internal review of a Council decision in accordance with section 270 of the *Local Government Act 1999* ("the Act") or where appropriate, consider mediation, conciliation or neutral evaluation under section 271 of the Act.

- 5.6 Council may be limited in authority to respond to complaints that are governed by legislation or statutory review. In circumstances where Council is advised of a problem outside of its jurisdiction, the complainant may be referred to an appropriate agency.
- 5.7 Council will consider all complaints received seriously. Where it is deemed that conduct of a complainant is unreasonable (which may include unreasonable persistence or demands, lack of cooperation, argumentative, abusive or threatening behaviour, or conduct that puts Employees, equipment or resources at risk of harm or injury), Council reserves the right to cease communication with the complainant and take reasonable action as required.
- 5.8 For more information on the Complaint Handling process, please refer to Council's Complaint Handling Procedure available on Council's website.

6. OTHER OPTIONS

Whilst Council prefers to address our complaints directly, complainants may need to raise their complaint with the following agencies:

- Department for Infrastructure and Transport (DIT)
- Ombudsman SA
- Office of Public Integrity
- Minister for Local Government
- Water Industry Ombudsman
- Court or Tribunal
- South Australian Civil and Administrative Tribunal
- Or any other relevant authority

7. REVIEW

This Policy shall be reviewed every 48 months, or more frequently if required by legislation or Council.

Document history:

Version	Adopted	Description of Change
1.0	September 2023	New Policy