



DISTRICT COUNCIL OF GRANT

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# CUSTOMER SERVICE CHARTER

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Action	Date	Minute Reference
Adopted by Council	19 June 2023	23132

# DISTRICT COUNCIL OF GRANT CUSTOMER EXPERIENCE

## **We are:**

Positive and professional.

Respectful and punctual.

Sensitive to customer needs.

## **We aim to:**

Treat all customers (internal and external) in the same manner – with courtesy, respect and understanding.

Provide accurate and consistent information, with referral of complex enquires.

View comments and feedback as an opportunity to improve services.

Ensure that staff are available to respond to customers in person during opening hours.

## **How you can help us**

By providing us with timely and accurate information that is necessary for us to provide support and advice.

By recognising and understanding your responsibilities and accountabilities.

By working with us to solve problems.

By having a realistic expectation of the service offered and treating our staff with courtesy and respect.

# FROM STRATEGIC PLAN TO CUSTOMER SERVICE DELIVERY

## OUR COMMUNITY'S VOICE

Through late 2019 and early 2020 Council sought the views and feedback of its community as an input to the development of this Strategic Plan through:

- A community survey
- Community consultation workshops.

Across both the survey and workshops, all communities across the district were well-represented.

Through these processes the following themes were prominent.

- What is Most Important to Residents About Their Community

The three Council functions rated as most important were:

- A quality road network
- A safe community
- Maintenance of infrastructure such as footpaths.

- What Council Functions Are Most Important

The three Council services rated as most important were:

- Supporting local business and industry
- Provision of community services
- Maintaining and improving Council's roads.

- How Council Has Performed Against Its Strategic Goals

Against goals in Council's previous Strategic Plan survey Respondents indicated they were most satisfied with performance in relation to the following goals:

- Improved Community Services
- Economic Development Opportunities
- Sustainable use, Accessibility and Planned Usage.

- Experience Within the Community

The attributes of the community that survey respondents were most satisfied with were:

- Access to public spaces
- Feeling connected to others in the community.
- Access to information about Council services.

Along with Community input and a review of Council's previous Strategic Plan, Council's own deliberations and determinations through a series of planning workshops resulted in the development of 5 Strategic Goals.

## OUR STRATEGIC GOALS

1

Develop Vibrant & Connected Coastal & Rural Communities

LIVEABILITY

2

Support a Prosperous Local Economy

PROSPERITY

3

Retain & Enhance Our Natural & Built Environments

ENVIRONMENT

4

Provide Quality Services & Infrastructure

SERVICES

5

Lead & Engage With Our Communities

CONNECTION

# CUSTOMER SERVICE STANDARDS & RESPONSE TIMES

## Telephone Calls

### Response Times

Customer Telephone Calls	Principal Office	Works Depot	Port MacDonnell Community Complex	Mount Gambier Regional Airport	Mount Gambier & District Saleyards
<b>Answering incoming phone calls</b>	80% of calls within 3 rings	80% of calls within 5 rings	80% of calls within 5 rings	80% of calls within 5 rings	80% of calls within 5 rings
<b>Returning phone calls</b>	80% same day, 100% within 24 - 48 hours.*	80% same day, 100% within 24 - 48 hours.*	80% of messages within same day, 100% within 24 - 48 hours.*	80% same day, 100% within 24 - 48 hours.	80% same day, 100% within 24 - 48 hours.

\*Within business hours.

### Service Standard

Customer Telephone Calls	Standard
<b>Answering incoming phone calls (Landline or Council issued mobile)</b>	"Good morning / afternoon, District Council of Grant, this is...(name)"
<b>Answering internal calls</b>	"Hello, this is...(name)"
<b>Transferring calls</b>	<p>"I will check if ... (name of Team Member) is available."</p> <p>"I will put you on hold for a moment."</p> <p>"I'll transfer you through to... (name of Team Member) now."</p> <p>*Answering an internal call requires information to be correctly passed on so that you can answer the phone</p>

	<p><u>If you may be able to assist:</u></p> <p>"I'm sorry ... (name of Team Member) is unavailable. Can I help you?"</p> <p>OR</p> <p><u>If you are not able to assist:</u></p> <p>"I'm sorry ... (name of Team Member) is unavailable. I will transfer you to their voice mail to leave a message."</p>
<b>Receiving transferred calls</b>	"Hi... (Customer name) this is... (name of Team Member). How can I help you?"
<b>Recorded voice mail message</b>	"This is... (your name) from the District Council of Grant. I'm not able to take your call right now. Please leave a message and phone number, and I will return your call."

## Emails (enquiries or letters)

### Response Times

External Customer Emails	Addressed to Council's generic email address	Addressed to specific Council Officer	Environmental Services Department
<b>Acknowledgement of email</b>	Within 24 - 48 hours*	Within 24 - 48 hours*	Within 5 business days
<b>Response to email***</b>	Within a maximum of 10 business days.		

\*Within business hours.

\*\*In the event a Council Officer is on leave an acknowledgment may not be possible. An automated 'Out of Office' email response would constitute the acknowledgment in this event.

\*\*\*Any email to Council's generic email address ([info@dcgrant.sa.gov.au](mailto:info@dcgrant.sa.gov.au)) will receive an automatic response, as follows:

*"Thank you for contacting the District Council of Grant. We have received your email and it will be forwarded to the appropriate staff member for a response within 48 hours.  
Please note that unsolicited marketing emails will not be responded to."*

## Service Standard

Internal Customer Emails	Action
Response to email	Within 24 - 48 hours*
Processing email	<p>If you are on the top line of an email received, you are required to provide the response. If you are cc'd to the email it is for your information only, no action required.</p> <p>Advise all included in the email when completed or of the timeframe as to when it will be complete.</p> <p>If general opinions from more than one person are required, select reply all to your response.</p>

\*Within business hours.

## Customer Requests

### Service Standard

Customer Requests	Response
Customer Request	<p>Receive and log incoming customer request (electronic, hard copy and telephone) immediately. Customer request log number to be given to the customer where applicable.</p> <p>Officer responsible for investigating and responding to the customer request is to advise of Council's service standard timeframe and an acknowledgment in writing if the timeframe cannot be met and why.</p>



<p><b>If approached to preform Council private works</b></p>	<p><u>If urgent:</u></p> <p>“I will contact the appropriate Manager for advice.”</p> <p><u>If not urgent:</u></p> <p>“I will speak to the appropriate Manager for advice” and advise Customer to check Council’s website, office, post and/or email if necessary.</p> <p>Where possible alert Customer to the Customer Service standard timeframes.</p> <p>Ask for detailed information to assist in workplace inspection.</p>
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## Letters (by post)

### Response Times

Customer Letter	Acknowledgement	Response
<b>Administration</b>	Acknowledge in writing updating progress within 10 business days if the outcome or result has not been achieved.	Within a maximum of 10 business days.*
<b>Council</b>	Within a maximum of 10 business days.*	Within a maximum of 5 business days* after Council decision.

\*Email considered to be unsolicited marketing and general advice will not receive a response. Only items that require action.

### Service Standard

Customer Letter		Addressed to Council’s generic email address
<b>Council’s response to letter</b>	General	“The District Council of Grant would like to acknowledge the receipt of your correspondence. Council will endeavour to respond to your matter within 10 business days.”



	Works Depot	<p>“Council would like to acknowledge the receipt of your recent correspondence. A works request has been raised ... (number) and it has been given to the department for further investigation.”</p> <p>*Response tick box to be removed from request form as everything to be yes.</p> <p>All correspondence must be forwarded with name, address and phone number or email address.</p>
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## Customer visit to Council office

### Response Times

Customer Visit to Council	Council's Principal Office	Port MacDonnell Community Complex
Availability to speak with Customer*	Immediate subject to relevant Council Officer availability*	Immediate subject to relevant Council Officer availability*

\*With the exception of the CEO, all other staff should generally be available for Customers (this does not include marketing calls).

### Service Standard

Customer Visit to Council	Council Depot Office
Works Customer	Ring Depot to confirm if the person is available and ask how they would like to serve the customer before giving the customer instruction.

## Complaints

All complaints are handled in a confidential manner.

### Response Times

Written complaint received by council (email or letter)	Principal Office	Port MacDonnell Community Complex	Works Depot	Mount Gambier Regional Airport	Mount Gambier & District Saleyards
<b>Written response to Customer</b>	<p>80% of responses, where possible, be sent within 5 business days (maximum).</p> <p>100% of responses within 10 business days including if further time is required.</p> <p>Email 80% responded to the same day. 100% within 24 - 48 hours.*</p>	<p>80% of responses, where possible, be sent within 5 business days (maximum).</p> <p>100% of responses within 10 business days including if further time is required.</p> <p>Email 80% responded to the same day. 100% within 24 - 48 hours.*</p>	<p>80% of responses, where possible, be sent within 5 business days (maximum).</p> <p>100% of responses within 10 business days including if further time is required.</p> <p>Email 80% responded to the same day. 100% within 24 - 48 hours.*</p>	<p>80% of responses, where possible, be sent within 5 business days (maximum).</p> <p>100% of responses within 10 business days including if further time is required.</p> <p>Email 80% responded to the same day. 100% within 24 - 48 hours.*</p>	<p>80% of responses, where possible, be sent within 5 business days (maximum).</p> <p>100% of responses within 10 business days including if further time is required.</p> <p>Email 80% responded to the same day. 100% within 24 - 48 hours.*</p>

\*Within business hours.

### Service Standard

Customer providing a complaint	Principal Office	Port MacDonnell Community Complex	Works Depot	Mount Gambier Regional Airport	Mount Gambier & District Saleyards
<b>Responding to a customer complaint</b>	<p>Explain the reason for the decisions.</p> <p>Demonstrate compassion and empathy.</p> <p>Council is responsible to the large community which does not always meet the needs of individuals.</p>				