

Customer Service Charter



Purpose of our Customer Service Charter

The District Council of Mount Remarkable Customer Service Charter has been developed to further build and enhance relationships and partnerships with our community and customers, and to enable a system for continuous improvement to our levels of customer service.

This commitment means endeavouring to make doing business with Council a positive experience. This includes treating you honestly and fairly, consulting with you on key decisions and continually reviewing our services to both increase efficiency and to better match our services to your needs.

This Charter reflects this commitment. It provides a clear framework for what you can expect from us and how you can help us get better at what we do. We aim to deliver services that are:

- guided by our organisations Culture & Behaviours Statement
- focused on our customers' needs and preferences, that we understand through customer research and from listening to feedback
- delivered by skilled, motivated and courteous staff

Our Customer Service Goal

To create and maintain a customer service culture throughout the organisation that ensures the delivery of consistent and quality customer focused services whereby our customers are dealt with promptly, courteously, efficiently and effectively at all times.

We are also committed to:

- recruiting customer-focused staff, regularly reviewing their performance and developing their skills
- ensuring information, resources and services are accessible to all
- respecting and protecting your personal information and adhering to all legislative privacy requirements
- taking responsibility for all of Council's services, whether provided by us or by another service provider on our behalf
- using the right technology to help us manage customer interactions and improve our services
- reviewing the quality of our customer service delivery
- providing a safe working environment which is free from all forms of harassment and unlawful behaviour

What you can expect from the District Council of Mount Remarkable

We make every effort to be inclusive and accountable for our decisions and how they are made, and we:

- provide our community with clear and relevant information
- engage our community on issues that affect them
- listen to our community and consider their needs and aspirations
- offer alternative contacts or resources where an issue is not within our control
- provide explanations for our decisions and how community feedback influenced the decision.

Council undertakes annual community surveys to collect feedback from our customers. Your feedback helps us to monitor and improve our services.

Our Commitment to our customers is to:

- consult with you regarding major decisions and projects
- provide you with access to Council via a choice of familiar, contemporary and user friendly contact options
- provide feedback or updates if requested
- understand your needs by providing opportunities for you to be involved in improving our services
- regularly review our service levels

Our Staff will:

- Identify themselves
- Be polite, helpful and treat you with respect
- Listen carefully in order to understand and respond to your needs
- Explain actions and provide accurate, clear and consistent information where possible
- Respect and protect your privacy

Our expectations of our Customers:

- To treat our staff with mutual respect
- To respect the rights of other customers
- To provide accurate and complete information in your dealings with us
- To respect the community in which we live
- To work with us to solve problems

Our Service Standards

We aim to consistently deliver excellent service. We do this by being available, helpful, empathetic, responsive and reliable. Service standards are set out on page 4 of this document.

How to make a compliment, comment, enquiry or complaint

To provide compliments, comments, enquiries or complaints to the District Council of Mount Remarkable you can:

- **Access Council's website:** www.mtr.sa.gov.au
Compliments, comments, enquiries and complaints can be lodged online or you can download a hard copy.
- **Visit in person at the Administration Centre, 3 Stuart Street Melrose**
Customer Service Staff can provide you with a Customer Service Feedback Form or receive your feedback verbally. We aim to resolve face-to-face inquiries immediately. When this is not possible, we may phone or write to you with a response.
- **Telephone (08) 8666 2014**
Customer Service Staff can record details of your compliment comment, enquiry or complaint and ensure it is directed to the correct officer for action. When you phone us outside of business hours our phones will divert to an after hours message service and calls will be responded to the next business day.
- **Email or Write to the Council** postmaster@mtr.sa.gov.au PO Box 94, Melrose SA 5483 to provide details of the compliment, comment, enquiry and complaint.

Ombudsman SA

The Ombudsman SA is an independent office that has comprehensive power to investigate complaints made in relation to Local Government. Customers have the right to contact the Ombudsman SA at any time if they are dissatisfied with an action or inaction of the District Council of Mount Remarkable.

The Ombudsman SA
PO Box 3651, Rundle Mall SA 5001
T: (08) 8226 8699 F: (08) 8226 8602 Toll Free: 1800 182 150
E: ombudsman@ombudsman.sa.gov.au

Service Standards

We aim to consistently deliver excellent service. We do this by being available, helpful, empathetic, responsive and reliable.

	Target Response Time
Infrastructure	
Emergency works	4 hours
Road Repairs (Sealed) <ul style="list-style-type: none"> High Risk condition Low Risk condition 	5-10 Business Days 1 Month
Road Repairs (Unsealed) <ul style="list-style-type: none"> High Risk (badly corrugated or pot holes) Low Risk condition (general) 	5-10 Business Days As per Program
Footpath Repairs <ul style="list-style-type: none"> High Risk condition Low Risk condition 	5 Business days 2 Month or as per program
Stormwater <ul style="list-style-type: none"> Clean Pit Clean blocked drain Other 	10 Business Days 1 Month
Road/Verge Issues (Slashing) <ul style="list-style-type: none"> Routine 	As per Program – every 3 Months
Traffic/Signage Issues <ul style="list-style-type: none"> Routine (if sign in stock) Non-routine (involves ordering product) 	10 Business Days 2 Months
Supply new Waste Bins	10 Business Days
Missed Waste Service	Contact Clare Valley Waste (contractor) 0438884340
Street Sweeping	3 Months
Trimming of Trees <ul style="list-style-type: none"> High Risk condition Low Risk condition 	10 Business Days 3 Months
Tree Removal <ul style="list-style-type: none"> High Risk condition Low Risk condition 	1 Month 3 Months
Vehicle Access (to property)	2 Months
Weed Poisoning <ul style="list-style-type: none"> High Risk condition Low Risk condition 	10 Business Days As per Program
Regulatory Services	
Dog Complaints <ul style="list-style-type: none"> Attacks Dogs at large General Complaints 	4-8 hours 1 Business Day 5 Business Days
Parking Issues <ul style="list-style-type: none"> Urgent Non-urgent 	4-8 Hours 5 Business Days
Abandoned Vehicles	5 Business Days
Burning Complaints	5 Business Days
Food Complaints	5 Business Days
Development Applications <ul style="list-style-type: none"> Complying Merit Notifications (Cat 1 & 2) 	6 Weeks 12 Weeks 12 weeks
General Administration	
Acknowledge receipt of correspondence	Immediate acknowledgement when received in soft copy (via email) to postmaster@mtr.sa.gov.au or two (2) business days if received in hard copy
Return Phone Calls	24 hours
Section 7 & Section 187 Searches	Within 8 business days (as required by Local Government Act 1999). Requests for searches to be undertaken urgently can be made. If the request is deemed to be able to be accommodated, an additional fee is applied to the search fee. Further information here: Section 7 and Section 187 searches District Council of Mount Remarkable (mtr.sa.gov.au)
Note: These standards to not apply to anonymous or unsolicited mail, sales and promotional calls, social media posts or comments. Where we are unable to meet the target response time, we will contact you to let you know why and will provided an alternative response time.	