

## Customer Service

Flinders Council is committed to providing a high standard of customer service that is timely, accurate and accountable, and responsive to customer needs.

| SERVICE   | OUR STANDARD  |
|---|---|
| Answer your telephone call                      | Within five (5) rings   |
| Returning your call                             | Within three (3) working days   |
| <b>General correspondence</b><br>- response     | Acknowledge within three (3) working days and respond to within ten (10) working days |
| General and Service Requests                    | Respond within ten (10) working days  |
| Keeping you informed                            | Notify you of any delay in our service commitment within ten (10) working days        |
| <b>Dogs</b><br>- urgent requests                | Contact 24/7 via after hours Council mobile number                                    |
| <b>Environmental Health</b><br>- food complaint | Respond within five (5) working days  |
| <b>Roads and footpaths</b><br>- urgent requests | Respond within five (5) working days  |

If Council is unable to provide the service you require, we will endeavour to refer you to an appropriate service provider 100% of the time.

## Contact Details

### Council Office

4 Davies Street, Whitemark  
Hours - 9.00am to 4:30pm  
Monday to Friday (excluding public holidays)  
Phone: (03) 6359 5001  
Email: [office@flinders.tas.gov.au](mailto:office@flinders.tas.gov.au)

In writing to -  
The General Manager  
Flinders Council  
PO Box 40  
Whitemark, Tasmania, 7255

### Works & Services

9 Patrick Street, Whitemark,  
Hours - 7.30am to 4.30 pm Monday to Friday (excluding public holidays & RDO's)  
Phone: (03) 6359 5001 Mobile: 0427 592 069  
Email: [office@flinders.tas.gov.au](mailto:office@flinders.tas.gov.au)

### After Hours Emergency Service

Ph: 0427 592 069 (This is for emergency situations e.g., Trees across roads, dangerous dog notifications which are outside of normal business hours)

### Councillors

<https://flinders.tas.gov.au/councillor-profiles>  
Contact details for the Mayor and Councillors is available on Council's website:  
or by phoning the office.

### External Agencies

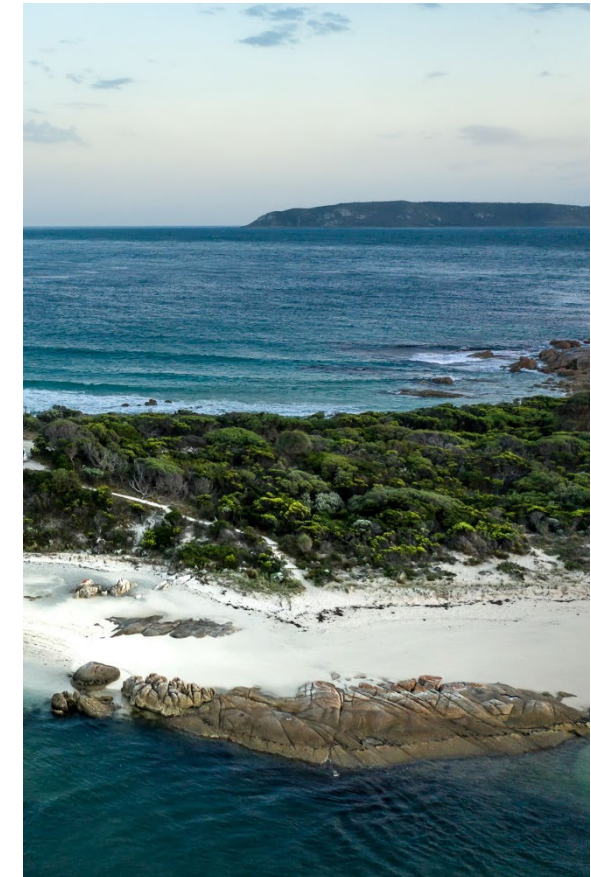
Phone: 1800 001 170  
The Ombudsman  
[www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)  
[ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)

### Integrity Commission

Ph: 1300 720 289  
[www.integrity.tas.gov.au](http://www.integrity.tas.gov.au)  
[contact@integrity.tas.gov.au](mailto:contact@integrity.tas.gov.au)

### Minister for Local Government

Ph: 03 6232 7022  
[www.dpac.tas.gov.au](http://www.dpac.tas.gov.au)  
[localgovernment@dpac.tas.gov.au](mailto:localgovernment@dpac.tas.gov.au)



## Customer Service Charter

## Why do we need a Customer Service Charter?

The Flinders Council Customer Service Charter defines Councils approach to managing our customers' requests, enquiries or complaints, sets service standards and explains what you, as the customer, can do if we have not delivered service to a suitable standard. It provides a formalised process for addressing customer enquiries and complaints.

Council endorses that a customer is:

- entitled to a prompt response to a complaint, to be kept informed of the progress and outcome of the complaint, to be assured of complete confidentiality and objective investigation in the handling of personal details of a complaint.

## Our Customer Service Commitment

- Council will** respect you as a customer.
- Council will** provide consistently professional and high-quality service.
- Council will** listen and respond to your concerns within service standards.
- Council will** answer and return telephone calls promptly.
- Council will** respect your privacy.
- Council will** accept responsibility and be accountable for actions/information/services provided.
- Council will** exercise integrity in our dealings with you.
- Council will** work with you to solve problems and refer you to an appropriate service provider if unable to meet your request.

## Who is a customer?

A customer is any person or organisation having dealings with Flinders Council.

## What do we ask of you?

- To treat our staff with courtesy and mutual respect.
- Respect the rights of other customers.
- To be honest, open and transparent in your dealings with Council, providing accurate and complete information.
- Respect the Community in which we live.
- To work with Council to solve problems.

## What is a Service Request, Enquiry or Complaint?

It is important to make the distinction between a service request, enquiry or complaint.

**A Service Request is** – a request to inspect, remove, replace, repair or reinstate Council facilities or amenities which may be damaged or missing i.e., repair a street sign, pothole in the road or empty gas bottle at public BBQ.

**An Enquiry is** – A request for information. An answer to be provided to a specific question or a decision to be made in relation to a specific matter.

**A Customer Complaint is** – An expression of dissatisfaction with the level or quality of service or product offered or provided.

## Service Request

If you wish to put in a Service Request you can do so by via the council website (<https://www.flinders.tas.gov.au/service-request>) or phoning the council office, by email or post. Please ensure you provide your contact details so that council can respond to your Service Request.

## Where do I make my complaint?

Complaints in relation to services provided must be made in writing and addressed to the attention of the General Manager. Councils contact details can be found on the back of this brochure.

Whilst most problems can usually be resolved quickly, there are times when detailed investigations may be required. If it will take time to address your complaint Council will keep you informed of the progress during the investigation.

To assist Council in dealing with your complaint you should include the following relevant detail:

- Date, time, location of event if applicable.
- What the complaint is about.
- To whom you may have already spoken.
- State what you, the customer, hope to achieve as an outcome.

## Abusive Customers

No Council employee is required to abide threatening, abusive or insulting conduct from customers. Any interaction with members of the community where personal abuse or vulgar language is used will result in the communication being terminated immediately by the Officer. If face to face, the Officer may walk away. If on a telephone, the Officer will terminate the call. If in email, the address may be blocked. If Council Officers feel threatened, the Police may be notified.

## What if I am not satisfied with the response to a complaint?

Experience has shown that the majority of complaints will be satisfactorily resolved, however if you are not satisfied with the outcome you may ask for a review of your complaint by the General Manager, who will reinvestigate your complaint and inform you of the findings.

## What do I do if I am still not satisfied?

The Ombudsman may review actions and decisions taken by Council. While you are entitled to refer your complaint directly to the Ombudsman at any time, we would encourage you to allow Council to investigate your complaint first.

## Complaints of Non-Compliance or Offence

A customer may make a complaint to the Director of Local Government that a Council, Councillor or General Manager has failed to comply with the *Local Government Act 1993*, or any other Act, or that they may have committed an offence under the *Local Government Act 1993*. Such complaints must be:

- made in writing;
- identify the complainant and the person against whom the complaint is made;
- give particulars of the grounds of the complaint;
- be verified by statutory declaration; and
- be lodged with the Director.

**Complaints should be sent to:**  
**Director of Local Government,**  
 Local Government Office,  
 Department of Premier & Cabinet,  
 GPO Box 123,  
 Hobart, 7000.

The Local Government Director may forward your complaint to an appropriate Council officer for investigation, action and reply. Council will try to resolve the complaint as quickly as possible and get back to you by your preferred method of response. Timeframes are detailed in this brochure.

## Reporting of Complaints

In accordance with Section 339F of the *Local Government Act 1993*, the General Manager will provide a report to the Council annually on the number and nature of complaints received. The Council will review this Charter every two years.

## Personal Information Protection

Council has a commitment to protect Personal Information provided by customers to Council in accordance with the requirements of the *Personal Information Protection Act 2004* and *Right to Information Act 2009*. Council's Privacy Policy is available at the Council offices and website.