

SERVICE	OUR STANDARD
Answer you telephone call	Within 5 rings
Returning your call	Within 3 working days
General correspondence – response	Acknowledge within three (3) working days and respond within ten (10) working days
General requests – response	Within ten (10) working days
Keeping you informed	Notify you of any delay in our service commitment within 10 working days
Dogs – urgent requests	Respond seven (7) days a week
Environmental Health – food complaint	Within five (5) working days
Roads and footpaths – urgent requests	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

In writing to -

The General Manager
Flinders Council
PO Box 40
Whitemark, Tas, 7255

Works & Services-

9 Patrick Street, Whitemark,
Hours - 8.00am to 5.00 pm Monday to Friday
(excluding public holidays & RDO's)

Phone: (03) 6359 5021
Mobile: 0427 592 069
Email: brian.barnewall@flinders.tas.gov.au

After Hours Emergency Service - *(This is for emergency situations e.g. Trees across roads)*

Ph: 0427 592 069

Councillors

Contact details for the Mayor and Councillors is available on Council's website:

<https://www.flinders.tas.gov.au/councillor-profiles> or by phoning the office.

External Agencies

The Ombudsman
www.ombudsman.tas.gov.au
ombudsman@ombudsman.tas.gov.au
Phone: 1800 001 170

Integrity Commission
www.integrity.tas.gov.au
integritycommission@integrity.tas.gov.au
Phone: 1300 720 289

Minister for Local Government
www.dpac.tas.gov.au
lgd@dpac.tas.gov.au
Ph: 03 6232 702



Customer Service Charter

Why do we need a Customer Service Charter?

The Flinders Council Customer Service Charter sets out Councils service standards and explains what you, as the customer, can do if we have not delivered service to a suitable standard.

It also 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.

Flinders Council places great emphasis on the prompt and efficient handling of service delivery and complaints., and is committed to providing quality services to its community.

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.

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.

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 — An appeal for assistance to inspect, remove, replace, repair or reinstate Council facilities or amenities which may be damaged or missing i.e. repair a street sign, pot hole in the road that needs repair or empty gas bottle at public BBQ.

An Enquiry is — An appeal 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 a level or quality of service or product offered or provided, or an appeal for action.

Service Request

If you wish to put in a Request for Service you can do so by phoning the council office, by email, post or via the council website.

<https://www.flinders.tas.gov.au/service-request>

Please ensure to 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.

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.

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, the communication may be 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

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 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.

Your complaint will be forwarded to an appropriate 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 and Council's *Customer Service Charter Policy*.

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 a customer to Council in accordance with the requirements of the Personal Information Protection Act 2004 and the Right to Information Act 2009. Council's Privacy Policy is available for inspection at the Council Offices and on Council's website.