



Complaint Handling cont.

If the complaint is of a particularly serious or complex matter or remains unresolved, then a complaint should be made in writing to the General Manager.

Further details on how we deal with complaints is outlined in our **Complaints Handling Policy**.

Our Customer Service Standards

Requested Service	Our Standard
Return your phone call	At the first opportunity however, where information is not readily available within 5 working days
Reply to written/email enquiries	Within 10 working days
Respond to enquiries made via social media and 'Have Your Say' on Council's website	Within 3 working days
Respond to general requests for service ('Action Request')	Within 7 working days
Keeping you informed	Notify you if there is a delay in our service commitment within 10 working days
Missed visits - we will leave a 'visit card' with contact details following a visit to your residence if you are not home	100%
Complaint Resolution	Within 5-10 working days
Dogs	
Respond to urgent dog requests	24 Hours
Respond to routine dog requests	Within 5 working days



Environmental Health Respond and investigate food complaints	Within 5 working days
Respond and investigate noise complaints/ environmental nuisances	Within 5 working days
Any Safety Matter That places the community at a high risk	Immediately - within 2 hours
That places the community at a medium risk	24 hours
Development Applications Determination of Development Applications	42 days
Determination of Building Applications	7 days
Determination of Plumbing Applications	14 days
Finance Payment of accounts	By due date
Governance Make available Council Meeting Agenda	Available the Thursday prior to each Council meeting

Evaluating and Improving our Performance

Devonport City Council uses customer satisfaction surveys and community engagement to collect feedback from customers. Council also welcomes feedback at any time. Your feedback helps us monitor and improve our services. You can contact us in person, by phone, email or via our website.

PO Box 604 Devonport TAS 7310
 44-48 Best Street Devonport DX70312
 Telephone 03 6424 0511 Facsimile 03 6424 9649
 Email council@devonport.tas.gov.au
 Web www.devonport.tas.gov.au
 CP010 v4



Customer Service Charter





The Charter

The Devonport City Council Customer Service Charter sets out Council's service standards, and explains what you - as our customer - can do if we have not delivered a service to that standard. It also provides Council officers with clear standards to adhere to, recognising that a strong customer focus is integral to our work.

Who are our Customers?

Our customers are any person or organisation that has dealings with Council.

Our Commitment

Devonport City Council is committed to engaging with our community, delivering customer focused services that:

- Are guided by our organisation's seven values: Teamwork, Accountability, Innovation, Continuous Improvement, Respect, Integrity, and Sustainability;
- Are focused on our customers' needs and preferences, as expressed through consultation and feedback;
- Ensure information, resources and services are accessible to all;
- Respect and protect your personal information and adhere to all legislative privacy requirements;
- Are delivered by skilled, motivated and courteous staff.



Helping Us to Help You

To assist in delivering our services, we ask customers to:

- Provide accurate and complete information so we can respond appropriately to your inquiry;
- Respect the privacy, safety, needs and rights of other customers;
- Respect the community in which we live;
- Work with us to solve problems;
- Treat our Council officers with courtesy and respect;
- Provide us with feedback so we can deliver better services.

What you can expect from DCC

At all times we will:

- Greet you in a polite and friendly manner, and identify ourselves;
- Answer and return phone calls promptly;
- Treat you courteously and with respect;
- Listen and respond to your concerns within service standards;
- Provide you with necessary and relevant information;
- Communicate clearly, accurately and in plain language;
- Act on our commitments in a timely manner;
- Value your privacy by treating all personal information confidentially;
- Be punctual for meetings and appointments;
- Work with you to solve problems and refer you to an appropriate organisation if we are unable to meet your request.



Customer Relations

It is expected that customers will engage with Council staff in a courteous and polite manner. The Devonport City Council is committed to responding and engaging with customers in a courteous and professional manner.

However, if customers are personally abusive or use bad language, the Council may cease engaging with the customer. If staff feel threatened by inappropriate language or behaviour, the Police may be notified. The General Manager may decide to limit or cease responses to a customer if they continue to be abusive or use bad language in their dealings with Council.

A decision of this nature will be communicated to you in writing.

Complaint Handling

Devonport City Council understands that you may be dissatisfied with a level or quality of service, or behaviour of an employee or agent.

Complaints are different from requests for service. Many issues raised with Council are often referred to as 'complaints' when a customer contacts us. The actions we take to resolve many such 'complaints' are 'requests for service' and are an everyday part of Council's role. These will be dealt with separately to the formal complaints management process.

A complaint may be lodged orally by phone, in writing, in an email, or via our website.

Complaints are dealt with by the Managers of the relevant area, who will try to resolve the complaint as quickly as possible. Whilst most complaints can be resolved quickly, there are times when detailed investigation is required. If it will take time, we will keep you informed of the progress of your complaint.