

SERVICE TEAMS

*Our friendly
Customer
Service teams are
available to help
resolve your query:*

*Cummins Office:
Mon–Fri
9am–5pm*

*Lincoln (Branch)
Office:
Mon–Fri
10am–1pm
2pm–4pm*

OUR COMMITMENT.

*Our customer service
standards detail our
commitment to provide
you, our customer, with
quality, professional
service.*

district council of

Lower Eyre Peninsula

Working with our Rural & Coastal Communities



district council of

Lower Eyre Peninsula

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phone: (08) 8676 0400
fax: (08) 8676 2375



www.facebook.com/lowerepcouncil



www.lowereyrepenninsula.sa.gov.au

customer **SERVICE CHARTER**

COMMITTED
TO QUALITY
CUSTOMER
SERVICE

If you have a complaint?

“Complaints” are different to a “Request for Service”. A complaint results if you are not satisfied with our service standards, or if we have made a mistake.

If this happens, please notify us so that we can try to resolve the issue. Our complaints handling policy guides how we will deal with your complaint.

All of our staff are responsible for dealing with requests related to their work area within the scope of their responsibilities and if you contact the staff member dealing with your request they will help to work through the problem so that the matter can be resolved.

A request or complaint can be made by phone, in person, in writing or by email and we will try to resolve the matter as quickly as possible. Whilst most problems can usually be resolved quickly, there are times when an investigation will be required and may take more time. If this happens, we will endeavor to keep you informed of the progress of your request.

If you are unhappy with the response provided by staff, please contact the Manager of the Department involved. If you are still not satisfied with the outcome provided, you may contact the Chief Executive Officer who will respond to your complaint within 5 business days.

WE WILL:

- GREET YOU IN A FRIENDLY WAY & IDENTIFY OURSELVES
- RESPECT, LISTEN & RESPOND TO YOUR CONCERNS WITHIN THE SERVICE STANDARDS OUTLINED BELOW
- COMMUNICATE CLEARLY & IN PLAIN & SIMPLE TERMS
- KEEP YOU INFORMED OF THE PROGRESS OF YOUR ENQUIRY
- BE HELPFUL, CONSIDERATE & COURTEOUS
- PROVIDE CONSISTENT, ACCURATE & IMPARTIAL ADVICE
- WORK WITH YOU TO SOLVE PROBLEMS
- RESPECT & PROTECT THE CONFIDENTIALITY OF YOUR INFORMATION IN ACCORDANCE WITH RELEVANT LEGISLATION.

what can you expect from us?

Required Service	Service	Target Timeframe
Returning your call	Respond	1 business day
Reply to general correspondence	Acknowledgement	5 business days
Requests for services	Respond	7 business days
Section 7 Local Government Searches	Issued	7 business days
NHVR Consent Request	Response	21 days
Fire Permits – Routine	Issued	2 business days
Special Event Permit Application	Issued	10 business days
Authorization to Alter a Public Road Application	Issued	10 business days
Abandoned Vehicles or litter	Investigated	5 business days
Dogs wandering	Investigated	12 hours
Dog Attacks	Respond	4 hours
Animal Complaints – nuisance dogs/ cats/ roosters etc.	Investigated	5 business days
Trimming of Trees on verge	Inspected	7 business days
CWMS Blockage / Pump Request	Investigate	24 hours
CWMS Blockage / Pump Request	Action (if required)	5 business days (note: this is dependent on the contractor time frame)
Roads – Grading requests	Inspected & advise expected timeframes	5 business days
Roads – Re-sheeting requests	Inspected	5 business days
Roads – Highway requests	Reported to DPTI	2 business days
Any safety matter that places the community at risk	Assessed	12 hours
Bin not emptied	Response by contractor	2 business days
Street lamps	Reported to SA Power	2 business days
Footpath repairs	Inspected & advise expected timeframes	3 business days
Street signs	Inspected & advise of expected timeframes	5 business days
Rate enquiries – Routine	Response	1 business days
Rate enquiries – Non Routine	Response	7 business days
Creditor & Debtor enquiries – Routine	Response	2 business days
Creditor & Debtor enquiries – Non Routine	Response	7 business days



WHO ARE OUR CUSTOMERS?

Our customers are the people who own property, live, work and conduct their business within the District Council of Lower Eyre Peninsula and those who visit our region.



WHAT DO WE ASK OF YOU?

Treat our staff with mutual respect and courtesy;

Provide us with accurate and complete information when dealing with us;

Work with us to solve problems;

Respect the rights of other customers.