

Communication

Communication is a vital part of Customer Service. Some processes and issues may take longer to deal with than others but we aim to meet our communication standards as set out below:

Phone: In most instances we will answer straight away.

Email: We will respond within 10 business days if not earlier.

Fax: We will respond within 10 business days if not earlier.

Written: We will respond within 10 business days.

Face to Face: We will assist you immediately during business hours.

Contact Us

Online: www.kangarooisland.sa.gov.au

Email: kicouncil@kicouncil.sa.gov.au

Phone: 08 8553 4500 (including after hours)

Fax: 08 8553 2885

In Person: 43 Dauncey Street, Kingscote
Monday to Friday, 9.00am to 5.00pm
excluding Public holidays

In Writing: Kangaroo Island Council
PO Box 121, Kingscote SA 5223

Councillors:
[www.kangarooisland.sa.gov.au/
electedmembers](http://www.kangarooisland.sa.gov.au/electedmembers)

Council Services:
[www.kangarooisland.sa.gov.au/
servicesmenu](http://www.kangarooisland.sa.gov.au/servicesmenu)

Customer Service Charter

