

CUSTOMER SERVICE CHARTER

What you can expect from the Kangaroo Island Council.

If you are a ratepayer, resident, business or visitor to Kangaroo Island you are one of our valuable customers.

On average, our customer service team welcomes 3100 visitors per month to our service desks and receives 1000 emails and 1100 phone calls from our customers. We log an average of 180 customer requests for further action each month.

We are committed to providing you with a consistent, quality customer experience.

This Charter will be regularly reviewed and adapted to meet the changing needs of our customers. We welcome your feedback to ensure we meet our standards and continuously improve our service delivery.

OUR COMMITMENTS

We will:

- ✓ **Listen to you** and treat you with respect.
- ✓ **Respond promptly** to your requests in a courteous and professional manner.
- ✓ Provide accurate and consistent information.
- ✓ **Work with you** to solve problems in the most timely way.
- ✓ Give you a realistic timeframe and **keep you updated** on progress, so you know what is happening and why.
- ✓ Provide you with a process to escalate a concern or complaint.
- ✓ **Respect** your personal information and privacy.

HOW YOU CAN HELP

You can:

- ✓ **Treat our staff** and other customers with courtesy and respect.
- ✓ Provide us with **accurate and complete** information and let us know if things change.
- ✓ Work with us to **help solve problems**.
- ✓ **Give us sufficient time** to respond to your requests, especially when they are complex.
- ✓ **Understand** that we receive many requests for service and will prioritise matters that relate to the safety of our community.
- ✓ Submit your enquiries through our **customer service team** so they can be logged and assigned to the appropriate Officer for action.
- ✓ **Give us feedback** and let us know how we have done.

HOW TO CONTACT US

Visit our website:

www.kangarooisland.sa.gov.au

Call us: 08 8553 4500
(including after hours)

Email us: kicouncil@kicouncil.sa.gov.au

Visit us: 43 Dauncey Street, Kingscote
Monday to Friday
9:00am – 5:00pm
(excluding Public Holidays)

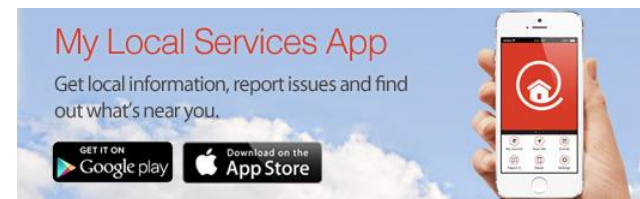
Write to us: PO Box 121
Kingscote SA 5223

Speak to your Elected Members:

www.kangarooisland.sa.gov.au/electedmembers

Download our app:

Stay connected by downloading the free My Local Services app for local information, personalised updates, finding out what's on, reporting issues online and more.



WHEN YOU CALL US

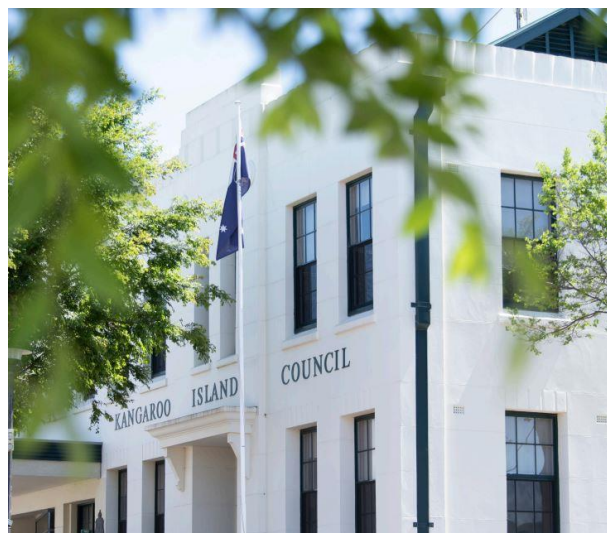
- We will do our best to answer your call straight away.
- We will aim to resolve enquiries at your first point of contact with us.
- If the enquiry is of a technical or specialist nature, we will transfer you to the appropriate Officer.
- If the Officer is unavailable, we will take a message and your call will be returned within two business days.
- We will ask you for all the details we need to make sure your enquiry can be followed up.
- If you are an existing customer, we will check that we have your correct contact details.
- If you are making a request that requires action, you will be provided with a reference number in case you need to contact us again.

WHEN YOU WRITE TO US

- We will acknowledge your correspondence within 10 working days and if the matter will take longer to resolve, we will give you a resolution timeframe.
- If we cannot meet the expected timeframe, we will contact you and explain the delay and when a resolution can be expected.
- We will use clear and concise language in our correspondence to you.
- We will provide you with the name and contact details of the Officer dealing with your query.

WHEN YOU VISIT US

- We will aim to deal with your enquiry, service request, payments and bookings immediately.
- If the enquiry is of a technical or specialist nature, we will contact the appropriate officer. If the Officer is unavailable, we will take a message and the Officer will contact you.
- You can help us to assist you by calling ahead to book an appointment if you need to speak to one of our specialist Officers about your enquiry.
- We will provide a private meeting room if you need to discuss a matter that is private or sensitive.



REQUESTING A SERVICE

Kangaroo Island Council responds to hundreds of requests from our customers each year. The circumstances of each request can vary greatly. Many are routine matters that can be attended to promptly, others are more complex and may take longer to resolve.

At the time of your enquiry, we will provide you with an expected timeframe having regard to community safety, statutory obligations, and our internal service standards.

Request for major works or new services will be considered in line with our Strategic Plans and relevant Council Policies or referred to Council during the annual budget considerations process.

More information is available in our [Request for Services Policy](#) on our website.

YOUR FEEDBACK

Please let us know how we do. We are committed to continuous improvement and welcome feedback and suggestions.

If you have a complaint about the services provided or if we have made a mistake, we would like to hear about it. More information is available in our [General Complaints Handling Policy](#) on our website.

