



## Policy

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### 30 CUSTOMER REQUEST / SUGGESTION POLICY

#### **Aims:**

- To control, monitor and improve the physical environment to secure and maintain the health and well-being of the community.
- To be responsive to the needs of the community, especially in relation to health and safety concerns, within existing budgetary constraints.
- To maintain a record of the areas of most concern to the community during a period, which can be addressed by Council in future Management Plans.

#### **Procedure:**

1. All requests for service or complaints must be properly recorded on the appropriate form and lodged for registration immediately.
2. All forms are to be registered on the Excel programme and given a number.
3. An acknowledgment letter is sent to the customer advising them of a contact person and an expected date for a reply.
4. Forms are then forwarded to the appropriate manager, along with a copy of the acknowledgment letter, within two working days of receipt.
5. The manager shall make necessary comments and may delegate responsibility to investigate or attend to a matter as necessary, indicating priority level and a date for completion of any task.
6. Upon completion of the investigations, a reply is to be sent to the customer, preferably within 14 days, advising of any action or Council's intentions.
7. Details of action taken and reply to the customer shall be returned to records for completion of the register and filing.
8. Every month a reconciliation print-out shall be produced and distributed to the General Manager and department managers to ensure completion of tasks and investigations.