



Request for Services Procedure

To be read in conjunction with Council's
Request for Services Policy

Name of Council	District Council of Elliston
Responsibility:	Chief Executive Officer
Effective date:	15/09/2015
Last revised date:	15/09/2015
Next review date:	Ongoing as required
Applicable Legislation:	<i>Local Government Act 1999, s270</i>
Related Policies:	Request for Service Policy Complaints Policy Internal Review of Council Decisions Policy and Procedure
Related Procedures:	Complaints Procedure

1 Purpose and Scope

Section 270 of the *Local Government Act 1999* requires Council to maintain a procedure about “any reasonable request for the provision of a service by the Council or for the improvement of a service provided by the Council.”

This Standard Operating Procedure commences at the point that a request for service is received and covers processes for

- Distinguishing between request, complaints and feedback to Council
- Deciding how to respond to the request
- Using requests to directly inform service improvements.

The aim of this procedure, is to ensure requests for service are addressed in a fair, consistent and structured process which is transparent to all customers. This procedure does not apply to matters that do not fall within Council’s jurisdiction. These types of issues will be referred to appropriate external processes.

1.1 Responsibility

This procedure applies to all Council staff who may be involved in receiving or processing a request for service in the course of their work.

Officers will act reasonably and transparently, demonstrate good customer service, undertake their responsibilities in a proficient manner and use their judgement where necessary to ensure an outcome in line with Council’s Request for Services Policy.

1.2 Definitions

Business Day means when the Council is normally open for business, i.e. Monday to Friday, excluding public holidays.

1.3 General Notes

Council receives requests for service, complaints and feedback across all areas of operations, Clarification may be necessary to make the distinction for the purposes of this procedure.

Council defines a **Request for Service** as: “An application to have Council or its representatives take some form of action to provide or improve a Council service”

Complaints about activities of third parties (e.g. barking dogs or food premises) are best to be treated as Requests for Service in the first instance where this is a reasonable interpretation.

However, if the complaint is about the way in which Council has dealt with a matter concerning the activities of a third party, this will be dealt with as a complaint. (See Complaints Policy)

A **Complaint** is an expression of dissatisfaction with a service which has, or should have, been received. Council’s Complaints Policy defines a complaint as:

“An expression of dissatisfaction with a product or service delivered by the Council or its representatives that has failed to reach the standard stated, implied or expected. This includes complaints about a service that has been, or should have been delivered.”

Where Council has failed to meet the normal standards for a service which has been, or should have been, delivered the Complaints Policy and the associated procedures apply.

Feedback can take the form of comments, both positive and negative, about services provided by Council without necessarily forming the basis of a complaint or a request for service. Council welcomes feedback of all types as an important way of continually monitoring its service standards.

Communication with the customer is an important ongoing process while undertaking the actions necessary to resolve the request. When immediate resolution is not possible, the customer must be regularly kept informed of progress, either by email, letter or personal contact.

1.4 Principles Underlying this Procedure

This procedure, and the policy it accompanies, is based on five principles, which will be fundamental in the way Council approaches requests for service. They are:

- Fairness: treating customers fairly requires impartially, confidentiality and transparency at all stages of the process
- Accessibility: to be accessible there must be a broad public awareness about Council's policy and procedure a range of contact options
- Responsiveness: this will be achieved by providing sufficient resources, well trained staff and review and improvement of the systems
- Efficiency: customer requests will be dealt with as quickly as practical while adhering to this policy and procedure
- Integration of different areas of Council where the customer request overlaps functional responsibilities.

2 Records Management

All documents, notes, telephone calls, photographs and correspondence must be retained and stored in accordance with Council's Records Management protocols as required by Section 125 of the *Local Government Act*.

All requests for service must be recorded in Council's record management system in such a way that the information can also be analysed for service improvement opportunities.

3 Procedure

Council welcomes requests for service as a way of improving its services and programs as well as fulfilling the needs of its customers.

3.1 Assisting with the lodgement requests for service

No one should be excluded from lodging a request for service because of any difficulties they may have representing themselves. All staff are expected to offer assistance where appropriate and provide it on request, including assistance in documenting the request in writing when circumstances warrant.

3.2 Receiving requests for service

A person can make a request in a number of ways:

- Completing the appropriate form on Council's website
- Telephone
- Fax
- Email
- Letter
- Visit Council's customer service office

3.2.1 Recording requests for service

Record details of the request in Council's Customer Request systems including:

- Date and time of call
- Taken by
- Customer's name
- Customer's address
- Customer's contact phone numbers and email address
- Comprehensive information about the nature of the request
- Who assigned to
- Who assigned to does the customer wish to be advised when work is completed

3.3 Deciding how to respond to requests for service

Each request must be assessed to determine its nature, how it should be dealt with, when it should be dealt with, and who should be involved.

Experience suggests that the majority of requests can be scheduled and actioned promptly. Some will require direction from a Manager or, occasionally, a decision of Council.

Council's policy provides guidance on how to respond to requests by considering:

- The content of Council's Strategic Management Plans, Annual Business Plans, annual works program and Annual Budget. Does the request fit within the directions and programs which Council had agreed to, and budgeted for?
- Relevant Council policies and codes. Does the request fit within other agreed positions documented by Council?
- Established service standards and response times for regular Council activities. Can the request be accommodated within Council's agreed operating standards?
- An assessment of risk. Does the request relate to a matter which may impact on a public risk or Council risk?
- Statutory responsibilities. Is the request about a matter which Council has a statutory obligation to act upon?

Before determining Council's response it is also important to consider:

- Public safety and emergencies (the need and requirement of immediate action)
- Using Council resources efficiently and effectively
- The guidelines and conditions which apply to certain externally funded programs (e.g. Home and Community Care)
- The complexity of the resources by Council (does it require an integrated approach from more than one department?)

Where possible, Council should advise customers what action will be taken in response to requests at the time of lodging. For routine requests refer to Council's service standards and intended work programs. Lodge the request using Council's preferred customer request system and advise the customer of the next steps.

More complex requests should be forwarded to the relevant Manager for determination of how to respond. Ensure that the referral occurs promptly and the customer understands the process and timeline for the next action. Where requests for major work or new services they will be considered by Council in the preparation of the net Annual Business Plan.

3.4 Rejected requests for service

Where a request cannot be accommodated it is to be identified in the database as a rejected request.

3.5 Acknowledging requests for service and progress

Under the policy, Council aims to respond to customer requests as soon as possible, and at least within ten (10) business days, advising of Council's intentions in regards to the request.

If a request is rejected Council should explain the decision clearly and offer any possible alternative actions available to the customer, including reference to Council's Complaints Policy.

Where work is delayed customers should be informed of progress and the reasons for any delays.

If the customer has asked to be advised when the work is completed, this task is the responsibility of the employee who finalises the request.

3.6 Service Improvement

Learning from requests for service is a way of helping to improve Council's processes and procedures.

Understanding the number and type of requests initiated by customers may suggest changes to policies, procedures or systems to improve service delivery. It is important to ensure that lessons learnt are put into practice.

All requests for service, including those which are rejected, must be recorded in Council's records management system in such a way that the information can also be analysed for service improvement opportunities.