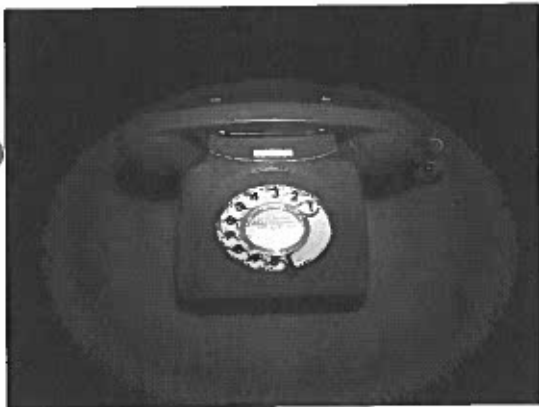


# **CUSTOMER CARE POLICY**



**Molemole Municipality**



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## **1. Introduction**

- 1.1 As a service-oriented public entity, Molemole Municipality is committed to ensuring customer service excellence is integral to planning, resourcing and delivery of all council services.
- 1.2 The Customer Care Policy aims to ensure that all sections of the community - including those with special needs - are not excluded from any area of service delivery.
- 1.3 The Customer care policy aims to ensure that all our staff uphold the ethos of Batho Pele as espoused by DPLG.
- 1.4 Molemole Municipality aims to ensure that the public receive a consistently excellent standard of customer service as an important tier of Government's resolve to better the lives of our communities.

## **2. Purpose and objectives of the Policy**

- 2.1 To provide quality service to all stakeholders interacting with the Municipality – the public, service providers, contractors, fellow staff members in every department and other government agencies.
- 2.2 To ensure that customers are provided with the relevant information as and when is needed in the appropriate format.
- 2.3 To ensure customer complains are addressed promptly, timeously and to the full satisfaction of the client
- 2.4 To ensure that customers, both internal and external to the Municipality receive a consistent and fair treatment at all times.
- 2.5 To reduce financial and time costs incurred arising from poor customer service due to repeat calls from and to customers
- 2.6 To equip our staff with knowledge and competencies to continuously enhance the service standards according to changing customer needs.

### **3. Scope**

- a. This policy applies to all staff and managers in all departments and sections, Ward Councillors and Ward Committee members within Molemole Municipality

### **4. We aim to maintain an environment where:**

- a. Both the public and members of staff feel valued.
- b. Staff workloads are managed effectively resulting in efficient service delivery.
- c. Services can be tailored to the needs of customers - internal and external based on their feedback.

## **5.7 Publications**

### **5.7.1 The following information will be available in council publications:**

- a. Standards of service against targets.
- b. Progress on projects undertaken by the municipality
- c. Changes made to services as a result of feedback, complaints or consultation with relevant stakeholders.

## **5.8 Suggestions**

- a. We will encourage customers, partners and staff to make suggestions through a suggestion book located at the Reception area
- b. Additionally, the council will inform customers of any changes made to services as a result of their suggestions
- c. Suggestions and complains should be acknowledged within 3 working days of receipt.
- d. Suggestions and complains should be addressed within 4 working days after acknowledgement
- e. Where concerns could not be addressed customers should be given valid reasons.

## **5.9 Customer safety and Health**

- a. All customers visiting council buildings will be provided with a safe environment.
- b. Where possible, buildings which receive members of the public will have a designated member of staff for (1) Health and Safety (2) First Aid and the details displayed.
- c. The council shall at all times comply with Health and Safety guidelines as espoused in the OHS Act No 85 of 1993.

## **5.10 Staff training and development**

- a. We will ensure that staff receives continuous training to enable them to satisfy customer expectations and keep their skills up-to-date.

## **5.11 Staff name badges**

- a. Where appropriate, staff will be neatly dressed to meet members of the public.
- b. Where appropriate, staff will wear printed name badges that specify their name and designation

## **5.12 Buildings and signage**

- a. Buildings will be clearly signed internally and externally.
- b. Reception points will be attended during opening hours.
- c. Reception points will be welcoming, clean and tidy.
- d. Reception points will display clear and accurate opening times.
- e. Details of services and personnel available will be displayed clearly in all reception areas.

## **5.13 Information / Communication**

- a. Information for the public will be clear and reviewed regularly.
- b. Published information will be accessible to customers with specific needs and in line with the Promotion of Access to Information Act no. 2 of 2000
- c. Information to the public and other stakeholders should be sent timeously

## **5.14 Availability and access**

### **5.14.1 We will ensure customers have easy access to information about:**

- a. Opening times.
- b. Offices and addresses.
- c. Names of managers.
- d. Facilities / services available.
- e. Access details.
- f. Means by which contact can be made.
- g. Out of hours contact details.

## **5.15 Staff conduct, awareness and safety**

- a. Staff working at information centres must arrive on time at work and should never leave their centres unattended. Timeous permission should be sought from the immediate supervisor if a staff member wishes to leave the Information centre for whatever reason. The necessary disciplinary procedures shall be proffered against any staff member violating this clause.
- b. Staff will be courteous and polite and expect to be treated in the same way by customers.
- c. In any case of extended dispute, frontline staff must seek assistance from their immediate supervisor who will liaise with the immediate manager.
- d. We will ensure that procedures are in place to safeguard staff from both verbal and physical attack.
- e. We will take action - legal or otherwise - where verbal or physical attacks are made to staff.
- f. Staff shall at all times dress properly and wear their respective name badges for ease of identification by customers.
- g. In no time should staff, while at the Information centres answer cellphones. This is because cellphones are believed to be private and clients will have an impression they are not attended to.

### 5.16 Customer information provision

- a. Stored information will be made available in accordance with Promotion of Access to Information Act no. 2 of 2000
- b. Any communication will be clearly identified as Molemole Local Municipality with author, current date and any reference numbers.
- c. We will also promote the use of electronic service delivery to provide customers with information.

### 5.17 Performance monitoring and evaluation

- a. This policy will be reviewed every year to accommodate changing client's preferences
- b. We will have systems and processes in place that allow us to monitor and evaluate our performance and publicise our performance against standards.
- c. Molemole Municipality will ensure that systems are in place to monitor service performance against the set standards
- d. Information will be collected from internal staff, service providers and the public to obtain inputs for improving the system.

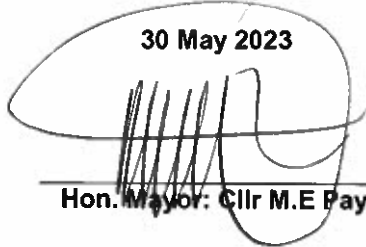
### Approval of the policy

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- a) Date of Approval by Council

30 May 2023

- b) Signed on Behalf of the Council



Hon. Mayor: Cllr M.E Paya