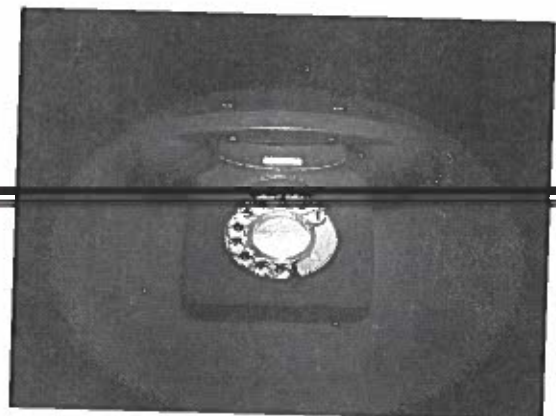
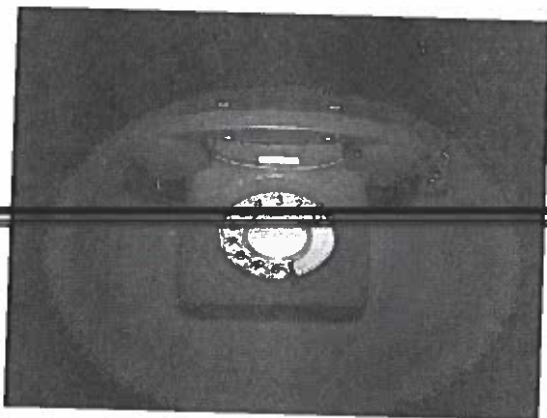


# **CUSTOMER CARE POLICY**



**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.

4.2 All council employees in all departments [including Divisional Heads and Senior Managers] should adhere to the following customer service standards:

- a. Acknowledge receipt of enquiries within 3 working days and respond within 10 working days. Acknowledge 100% of enquiry emails within one working day.
- b. Acknowledge receipt of formal complaints within three working days and respond within 15 working days.
- c. Answer 90% of telephone calls across the council within 15 seconds.
- d. Provide information about services in languages other than Sepedi, English, Afrikaans, or sign
- e. Show empathy when addressing any special needs of clients.
- f. Ensure, where necessary that all buildings are accessible for disabled people.
- g. Involve the community in the process of developing and enhancing our services – employ an outside-in approach as a basis for enhancing customer services
- h. Aim to provide a service that treats people fairly.
- i. Project a customer-friendly gesture at all times whether you are able to provide the necessary service standards to the client or not.
- j. Remember to **ALWAYS** treat customers as **KINGS** because we are public **SERVANTS**

## 5. Customer interaction

### 5.1 Face-to-face contact

- a. Customers will be greeted in a polite and courteous manner.
- b. Staff will always give their full attention to the customer.
- c. Wherever possible, staff will aim to resolve the customer's enquiry at first contact.
- d. We will aim to ensure all customers are catered for and appropriate arrangements are in place, e.g. where possible translation facilities and interview rooms.
- e. Staff meeting with customers at the first point of contact will ensure adequate information regarding the customer's enquiry is obtained, but at the same time ensuring confidentiality especially when dealing with sensitive enquiries in a busy reception area, e.g. benefits applications, arrears etc.
- f. Staff at first point of contact will give customers the option of seeing specialist members of staff, ~~either in an interview room, or in the open reception area.~~
- g. At first contact, staff will aim to ensure that customers are not left unattended for more than five (5) minutes in reception or an interview room without providing an update on issues or progress, either directly or via a colleague. If staff are unavailable the customer should be made aware of the expected waiting time.

## 5.5 Written correspondence

- a. Incoming written correspondence (fax and mail) will be acknowledged within three days (at maximum) and responded to in 10 working days (at maximum).
- b. Receipt of an email will be acknowledged in one (1) working day.
- c. The presentation and content of any written correspondence must be clear, easy to understand and jargon free, accurate and include a contact name and number.
- d. All issues raised by the customer will be acknowledged and responded to within the correspondence.

## 5.6 Complains Procedure

- a. Staff will aim to resolve all concerns raised by the customer immediately and informally.
- b. Staff will inform the customer that if the informal resolution is not to their satisfaction, they may make a formal complaint and explain how to do this.
- c. Customers should have an acknowledgement of their complaint within three days and a full written reply within 15 days.
- d. Heads of Departments will analyze any complaints about the service in their respective units and take remedial action so that problems do not recur.
- e. These service failures may involve:
  - i. Unjustified delays.
  - ii. Failure to follow council policies, rules or procedures.
  - iii. Failure to provide a service according to Batho Pele principles
  - iv. Failure to tell people of their rights or entitlements.
  - v. Providing inaccurate or misleading advice.

## 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.

## 1. Approval of the policy

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a) Date of Approval by Council

28 May 2021

b) Signed on Behalf of the Council

  
Hon. Mayor/Cllr M.E. Paya