



**DRAFT**  
**CITY OF PORT LINCOLN**

# **CUSTOMER EXPERIENCE CHARTER**

# ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Barngarla People, the Traditional Owners of the land on which the City of Port Lincoln rests and their continuing connection to land, sea, culture and community. We pay our respects to Elders past, present and emerging, and we extend that respect to other Aboriginal and Torres Strait Islander people in our community.

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Adopted for Consultation

**17 March 2025**

Doc ID: 64706

# FOREWORD



I am pleased to introduce our Customer Experience Charter as our promise to deliver exceptional service experiences. This charter reflects insights gathered from our community regarding their needs and expectations.

At the City of Port Lincoln, we take pride in our dedication to supporting the community and ensuring residents can easily access our services. Our goal is to foster a customer-first culture and drive innovation that enhances the overall customer experience, benefiting our community.

We engage with our community and customers through various channels, striving to consistently deliver high-quality experiences regardless of how or where interactions occur. Our commitment extends to continuously improving and adapting our services to meet evolving customer needs. We are investing in enhancing our digital service offerings and streamlining processes to ensure simplicity and ease of use.

While our methods of service delivery may evolve over time, our dedication to delivering outstanding service remains steadfast. The Customer Experience Charter outlines our commitments and defines clear service delivery standards. We pledge to collaborate with our community to establish service benchmarks across a wide spectrum of Council services and regularly updating this document. Additionally, we are committed to transparently reporting our progress to the community.

Your feedback is crucial in helping us gauge our performance and make improvements that align with your expectations now and in the future. Please continue to share your thoughts with us so we can ensure we meet your needs effectively.

**DIANA MISLOV**  
MAYOR

# CITY PROFILE

Port Lincoln is the 'Seafood Capital of Australia', an iconic South Australian regional coastal city. We are the major service centre for the southern Eyre Peninsula communities.

The city is located at the base of Eyre Peninsula some 650km west of Adelaide by road, on one of the world's largest protected harbours. The natural setting of Boston Bay is a defining feature of Port Lincoln, with the foreshore open space a highly valued recreation space and visitor experience.

Regional primary production including 50% of South Australia's wheat, barley and oil seed, together with our deep natural harbour and commercial fishing fleet, makes Port Lincoln a major agricultural export and fishing centre. The economy continues to diversify through the innovation and growth of production and industry, bringing new investment, workforce and population growth.

Port Lincoln is also a popular visitor destination, now enhanced by a growing program of cruise ship visits. Numerous festivals and events contribute to the city's vitality and attraction, including Tunarama, Adelaide to Port Lincoln Yacht Race, SALT Festival and Mortlock Shield Football Carnival.

**8 August  
1921**

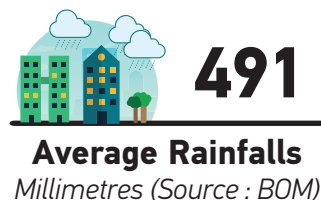
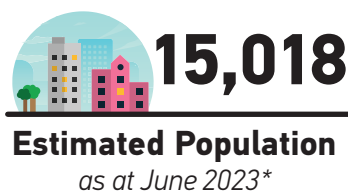
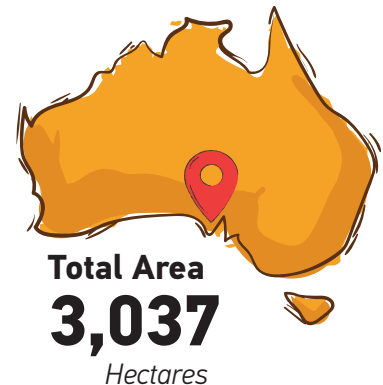
*Town Corporation  
Claimed*

**30 January  
1971**

*Proclaimed  
City*

**26 March  
1981**

*Boundaries  
Extended*





### Capital Value of Rateable Properties as at June 2024

**\$3.501 Billion**  
8,834 Assessments  
(8,583 Rateable)

### Development Applications 2022/2023



**216**  
Applications submitted  
**\$48.8\*** million  
Value of Development Approvals

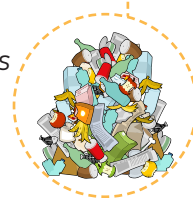


### Cruise Ships 2023/2024

**10** cruise ships  
22,115 passengers  
9,011 crew

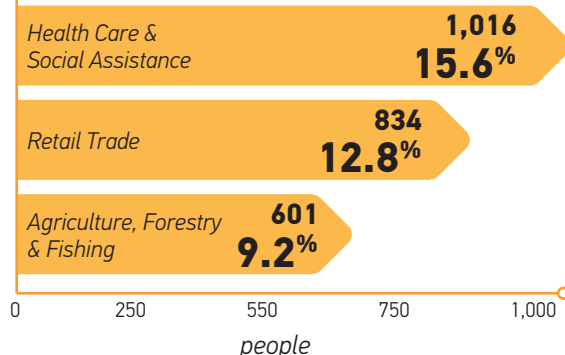
**12,345**

Tonnes of rubbish goes to landfill per year



**1,414**  
Tonnes recycled per year

### 3 Most Common Employment Sector\*



**4.5%**  
Unemployment Rate\*



**18.9%**  
2,235 People Volunteer\*

**2021**

**6.6%**

of the population are Aboriginal and / or Torres Strait Islander people

**41 years**

median age  
(Regional SA is 47)

**44%**

of people have an education qualification

**31.3%**

young people are disengaged or partially disengaged 15 - 24 years

**6.5%**

people needing assistance (940)

**Household Income**

16.7% earn >\$2,500 p/w  
21.5% earn <\$650 p/w



**6.5%**

of people needing assistance in their day to day lives due to disability\*



**2,747**

2023/2024 Registered dogs

**778**

Registered cats



Source:

\* <https://profile.id.com.au/rda-eyre-peninsula> (City of Port Lincoln)

# PURPOSE OF THE CUSTOMER EXPERIENCE CHARTER

The purpose of our Charter is to outline our commitments to our customers. We commit to consistently deliver high standards of service, support, information, and advice, ensuring a seamless experience above all else. Customer experience is not just about the individual services provided by the Council; it is about collaborating to create a cohesive and connected experience for you as our customer.

Our Customer Experience Charter defines the promises we make to our customers and details how we will fulfil these commitments. It describes our dedication to continuously improving our performance to make interactions with us as straightforward and effective as possible. Through this Charter, we demonstrate our commitment to working in partnership with our customers to deliver services.



# OUR CUSTOMER EXPERIENCE VISION

Our customer experience vision is to deliver exceptional service that puts our community first, fostering trust, inclusion, and collaboration as we work together to create a thriving and sustainable future for all, supporting a vibrant and empowered community as we collaborate toward an inclusive and sustainable future.

To realise this vision, we are committed to establishing:

**A culture centered around the customer:**

- Our team will be empathetic, connected, informed, and empowered to ensure that our customers are at the forefront of our efforts.
- We will nurture a dedicated and accountable customer-centric culture that upholds the Council's values and recognises exceptional performance.

**Innovative approaches that enhance the customer journey:**

- We will continuously assess and enhance how we design and deliver services to elevate the customer experience.
- We will inspire our team to lead initiatives that improve our service standards for customers.

**Consistency and accountability when it comes to measuring our performance:**

- We will set realistic and reasonable standards and will do our best to meet them, where we cannot, we will keep you informed.
- We will report regularly on our performance and where we succeed, celebrate our success, and where we fall short, focus on improving.

# OUR CUSTOMER PROMISES

Our customer promises are based on the values expressed by our customers.

These commitments steer our attention, ensuring transparency and accountability in all our endeavours. By working together, we strive to consistently deliver excellent service to everyone, every time. These five promises bind us together in our pursuit to become a genuinely customer-focused organisation, aligned with our customer experience vision.





1

**Promise 1:**

We will be inclusive, culturally sensitive, empathetic and customer focused.

2

**Promise 2:**

We will make it easy for you to connect and engage with us by being innovative and responsive to changing community needs

3

**Promise 3:**

We will be timely, consistent, and accountable in our interactions with you by monitoring and reporting on our performance

4

**Promise 4:**

We will be appropriately resourced to deliver our agreed standard of service by supporting and developing our team

5

**Promise 5:**

We will be transparent, professional and respect your privacy

# Our promises to you, should meet the following expectations:

1

## Promise 1

**We will be inclusive, culturally sensitive, empathetic and customer focused.**

### What you can expect from us

- ♦ You can expect our staff to be respectful and courteous.
- ♦ We will be responsive to your needs and will seek to understand your point of view.
- ♦ We will ensure our services are inclusive and support our diverse community by offering a range of accessible options.
- ♦ We will communicate in a simple, straightforward manner and use language that is easy to understand.

### How you can help us

- ♦ We ask that you extend mutual courtesy and respect in your dealings with Council.
- ♦ Please let us know when you don't understand something or need more information or support.

2

## Promise 2

**We will make it easy for you to connect and engage with us by being innovative and responsive to changing community needs**

### What you can expect from us

- ♦ A range of easy options to interact with us including via our website, phone, email, our customer relationship management (CRM) system portal or in person.
- ♦ We will take a common-sense and direct approach to our processes and policies and ensure they are as straightforward as possible.
- ♦ We will support you to navigate our processes by providing assistance that best suits your situation.

### How you can help us

- ♦ To contact us at any time why not try our range of digital communication options including our website or email.

# 3

## Promise 3

### **We will be timely, consistent, and accountable in our interactions with you by monitoring and reporting on our performance**

#### **What you can expect from us**

- ◆ We will respond to your enquiry as quickly as possible and strive to resolve your request to meet your needs when you first contact us.
- ◆ If we can't resolve your request immediately, we will keep you updated and will advise you of the outcome.
- ◆ We will report regularly on these service levels to ensure that we know where we are succeeding and where further improvement is required.

#### **How you can help us**

- ◆ When you contact us, provide as much information as possible so we can seek to resolve your query as soon as possible.
- ◆ For many requests, there is a requirement for Council to record a name and contact information to proceed with the enquiry.
- ◆ Tell us how we're doing — we welcome your feedback including complaints and compliments and use this information to make improvements

# 4

## Promise 4

### **We will be appropriately resourced to deliver our agreed standard of service by supporting and developing our team**

#### **What you can expect from us**

- ◆ We will continue to support, train, and empower our people, so they stay well-informed and responsive to your needs.
- ◆ We will continually review our service requirements to ensure we are allocating sufficient resourcing based on need.
- ◆ We will work collaboratively with you to continually refine and improve our service performance.

#### **How you can help us**

- ◆ Let us know if we are not meeting your expectations or our agreed standards of service

# 5

## Promise 5

### **We will be transparent, professional and respect your privacy**

#### **What you can expect from us**

- ◆ We will respect your privacy and confidentiality in your dealings with us.
- ◆ We will make every effort to ensure the standard of service we provide is consistently high across all the services you use.
- ◆ We will be transparent and professional in all our dealings with you.

#### **How you can help us**

- ◆ Let us know if we are not meeting your expectations or our agreed standards of service.

# CUSTOMER EXPERIENCE GUIDELINES

Customer experience is a shared responsibility for everyone. Each time we interact with an individual, answer the telephone, send an email, write a letter, or attend a meeting, we are making an impression on our customers – whether they are ratepayers, residents, visitors, people working in the City of Port Lincoln area, people working with our staff on a project, or other Council staff.

Council has created a set of customer experience guidelines for staff to follow to ensure that the quality of service to all our customers meets or exceeds their expectations. The requirement for high standards of customer experience extends equally to both external and internal customers, including all other Council staff, elected members, volunteers, and contractors.

These guidelines are outlined in **Annexure 1**.





## CUSTOMER EXPERIENCE LEVELS BY SERVICE CATEGORY

Council has introduced a CRM software system to improve the ability to monitor performance against a set grouping of service categories.

Each of the categories has had a particular service level set depending on the complexity of the tasks in that category, after consultation with the operational teams responsible for each service category.

These service levels are outlined in **Annexure 2**.

Administration will report to Council on their completion of customer requests against these service levels on a quarterly basis, with the intent of meeting or exceeding these, and if they have not been met, identifying improvements.

It should be noted that these are guidelines to assist Council staff in planning workload and to give an accurate reflection of a reasonable / realistic timeframe for managing these service requests, given current resourcing levels.





## HOW WE MEASURE OUR PERFORMANCE

We evaluate our performance based on defined service benchmarks and provide open and transparent reporting to the community. These standards are shaped by customer expectations and align with our regulatory and legal responsibilities (where applicable).

| Customer experience PERFORMANCE  |                          |
|--|--------------------------|
| SERVICE STANDARD   | TARGET                   |
| Percentage of calls resolved at first point when contacting the customer contact centre. | 85%                      |
| Average call wait time when contacting the customer contact centre.                      | 60 seconds               |
| Time taken to respond to a phone message.  | Within two working days  |
| Time taken to acknowledge receipt of a complaint.  | Within five working days |
| Time taken to respond to complaint.  | Within five working days |
| Time taken to respond to written or emailed correspondence.                              | Within five working days |

## HOW WE REPORT ON OUR PERFORMANCE

To ensure transparency over our performance, we will report to the community on our performance against our specific service levels on a quarterly basis (in accordance with the specific service level guidelines outlined in Annexure 2). This will be done through our Council meeting reporting process.

## CONTINUOUS IMPROVEMENT FOCUS

Our commitment to provide high quality service is supported by our program of continuous improvement. We will continue to incorporate transparent service standards and performance measures into this Charter over time. This Charter will be reviewed and updated to reflect emerging expectations of our customers.

## FEEDBACK AND COMPLAINTS

We welcome your feedback. We want to understand what we are doing well and where we need to improve. Our Complaints Handling Policy outlines what you can expect from us and what you can do to assist us in responding to your complaint.

Council is committed to ensuring the complaints handling process is accessible to everyone. Please let us know if you have any specific communication needs or barriers to help us to meet your needs.

The Policy is available here or refer **Annexure 3**.





## **Annexures:**

**Annexure 1: Customer Experience Guidelines**

**Annexure 2: Specific Service Level Guidelines**

**Annexure 3: Customer Feedback and Complaints**

## ANNEXURE 1: CUSTOMER EXPERIENCE GUIDELINES

Customer experience is a shared responsibility for everyone. Each time we interact with an individual, answer the telephone, send an email, write a letter, or attend a meeting, we are making an impression on our customers – whether they are ratepayers, residents, visitors, people working in the City of Port Lincoln area, people working with our staff on a project, or other Council employees.

These customer experience standards were created for staff to follow to ensure that the quality of service to all our customers meets or exceeds their expectations. The requirement for high standards of customer experience extends equally to both external and internal customers, including all other Council staff, elected members, volunteers, and contractors.

All new staff will be introduced to these standards as part of their induction program. The Council will continue to provide customer experience training opportunities for staff so that they understand the value of customer experience as well as the importance of following Council's approved standards.

### Standards covering all Customer interactions:

*Customers have a right to expect:*

- ♦ Courtesy, respect, honesty, and professionalism.
- ♦ That Council staff member will listen to their request or question, ask for clarification if necessary, and provide complete, knowledgeable, accurate and precise information regarding their enquiry, within the staff member's capacity to do so.

*Customers have an obligation:*

- ♦ To extend mutual courtesy and respect in their dealings with Council staff;

Council staff have the right to advise aggressive complainants that unless the complainant modifies their behaviour, the service will not be continued.

Staff members will make a reasonable effort to provide information about the Council and, when appropriate, related outside agencies relevant to their department or section's functions.

### Telephone / Voicemail / Email:

*Customers have a right to expect:*

- ♦ Telephones will be answered promptly – where practicable, each department will be responsible for making arrangements to ensure the telephone is answered during business hours.
- ♦ All incoming telephone calls from external sources will be answered with the consistent greeting "City of Port Lincoln, (section / function name), this is (First Name), how may I assist you?"
- ♦ Staff will:
  - Answer calls courteously.
  - Listen to and understand the nature of requests before transferring a call.
  - Inform callers of the name of the person they are being transferred to and that person's position title or work section.
  - If a call comes during interdepartmental telephone coverage, staff will explain that they are covering for a different department and offer to take a message or transfer the call to voicemail.
  - Staff will, when transferring a call provide the call recipient with details of the caller's name, organisation, and other relevant details.
  - If a transferred call is unanswered, the staff member transferring the call will provide the caller with the option to leave a message, go to the call recipient's voicemail or contact a mobile number / email address.
  - Callers will receive acknowledgements of their voicemail messages within 48 hours on regular business days.
  - Outgoing voicemail messages will be kept current and voicemail messages at answering stations will be changed on days that the Council is closed.





- Staff will give their name; position title, organisation, department, or section name; telephone number; and other relevant details when creating a voicemail message.
- Where practicable, voicemail messages left on fixed line telephones and mobile phones will be consistent for both types of devices.
- Where practicable, voicemail messages will give at least one optional telephone number to call.
- If a staff member is on leave for more than two (2) days, their calls / enquires will be redirected to an alternative contact. This may be done by out of office email message, transfer / redirection of calls / emails, voicemail message or other appropriate means.
- If a staff member is on unplanned sick leave of more than two (2) days, his or her supervisor will organise appropriate changes to out of office email messages and voicemail messages.
- Out of office email messages and voicemail messages left while a staff member is on leave will include an intended date of return.

### **Meetings:**

*Customers have a right to expect:*

- ◆ Where practicable, they will be given a minimum of two (2) days advance notice of meetings.
- ◆ Meeting notifications contain accurate information (date, time, place, point of contact, telephone number and directions).
- ◆ They will be informed of schedule changes or cancellations prior to the meeting.
- ◆ Agendas will be available and distributed in advance of meetings.
- ◆ Meetings will start on time and end on time.
- ◆ Meetings will be organised, run efficiently (proper equipment and handouts), and conducted in a professional manner.
- ◆ Security will be provided at meetings involving sensitive issues as determined by the department head and / or facilitator.
- ◆ Meeting notices will be removed after a meeting has been completed and the venue returned to a clean and neat state.

## **Public Amenities:**

*Customers have a right to expect:*

- ◆ Facilities that are well-maintained, sanitary, fully operational, adequately stocked, accessible, and inclusive of individuals with disabilities.
- ◆ Appropriate and timely responses to identified problems at a facility.
- ◆ Hours of regular operation will be posted and observed.

## **Money / Currency Transactions:**

*Customers have a right to expect:*

- ◆ Accounts / statements that are easy to understand and user-friendly. That the Council is prepared to accept daily monetary transactions.
- ◆ Financial transactions are recorded accurately.
- ◆ That accounts may be paid by cash, credit card, or BPay.
- ◆ A receipt or verification of transaction will be provided.

## **Written Correspondence:**

**(including letters, memoranda, emails and faxes)**

*Customers have a right to expect:*

- ◆ Written correspondence formatted to Council standards.
- ◆ That information regarding their enquiries is complete, accurate and precise.
- ◆ A timely response to their request or an interim communication explaining the delay. A timely response for internal emails is within two, five or ten (2, 5 or 10) business days for high, medium and low priority emails, and for letters and external business emails, within ten (10) business days.
- ◆ All emails will contain Council's template signature block including:
  - The staff member's name
  - Title
  - Department
  - City of Port Lincoln
  - Address
  - Telephone number
  - Email address
- ◆ Emails sent to a large group of external recipients will be blind carbon copied to maintain confidentiality, where applicable.

## **In person:**

*Customers have a right to expect:*

Prompt and courteous acknowledgment, such as making eye contact (when culturally appropriate) or providing a positive indication of awareness, especially if the staff member is on the phone or assisting another customer. Each main information counter will be staffed during business hours. If staff members are unavailable, signage will direct visitors to the appropriate department.

## **In person contact with Field Personnel:**

*Customers have a right to expect:*

- ◆ If a Council employee is approached in the field, the employee will answer questions related to their duties whenever possible, as long as the questions are not private or confidential. If the employee cannot address the question and it falls within their responsibilities, they will offer the resident the option to contact their supervisor.
- ◆ If a question pertains to an area outside of the employee's scope of duties or department, the employee will provide the Council's main contact information.

## ANNEXURE 2: SPECIFIC SERVICE LEVEL GUIDELINES

| REQUEST CATEGORY                                     | Priority Risk Rating<br>(Business Days) |        |     |
|--|---|--------|-----|
|  | High                                    | Medium | Low |
| Abandoned Vehicles                                   | 4                                       | 10     | 20  |
| Animal Keeping                                       | 4                                       | 20     | 40  |
| Animals - Deceased Collection - Public Places        | 2                                       | 2      | 2   |
| Animals – (other than dog) Wandering At Large        | 4                                       | 5      | 10  |
| Asbestos   | 10                                      | 30     | 180 |
| Animals - Adoption General Enquiries                 | 5                                       | 5      | 5   |
| Bridges - Maintenance                                | 10                                      | 30     | 90  |
| Cats - General                                       | 5                                       | 5      | 5   |
| Cats - Trap  | 5                                       | 5      | 5   |
| Council Property - Maintenance                       | 5                                       | 14     | 30  |
| Damage to Council Land or Property                   | 2                                       | 14     | 30  |
| Dog - Attack   | 1                                       | 5      | 14  |
| Dog - Barking  | 10                                      | 20     | 30  |
| Dog - General Enquiry                                | 5                                       | 5      | 5   |
| Dog - Harass   | 2                                       | 5      | 14  |
| Dog - Registration Enquiry                           | 2                                       | 5      | 5   |
| Dog - Wandering at large Uncontained                 | 1                                       | 2      | 5   |
| Dog - Wandering at large Contained                   | 1                                       | 2      | 5   |
| Fire Hazard - Council Land                           | 2                                       | 10     | 30  |
| Fire Prevention - General Enquiry                    | 5                                       | 5      | 5   |
| Food - Complaints                                    | 2                                       | 10     | 30  |
| Food - Health  | 2                                       | 10     | 30  |
| Footpaths - Maintenance                              | 10                                      | 30     | 90  |
| Street and Park Furniture - Maintenance              | 2                                       | 10     | 30  |
| Playground - Maintenance                             | 2                                       | 10     | 30  |
| Hoarding and Squalor                                 | 10                                      | 30     | 180 |
| Illegal Camping                                      | 5                                       | 10     | 10  |
| Illegal Dumping                                      | 2                                       | 5      | 10  |
| Infectious Disease Notification                      | 2                                       | 10     | 10  |
| Irrigation - Maintenance                             | 2                                       | 5      | 14  |
| Jetty, Pontoon, Boat Ramp                            | 10                                      | 30     | 90  |
| Kerbs and Gutters - Maintenance                      | 30                                      | 60     | 90  |
| Lighting - Replacement Globe - Walkways and Reserves | 5                                       | 15     | 30  |
| Kirton Court Units                                   | 2                                       | 5      | 30  |
| Legionella Notifications                             | 2                                       | 10     | 20  |
| Light Pollution Overspill                            | 2                                       | 5      | 10  |
| Line Marking   | 30                                      | 60     | 90  |
| Motorhome - Dump Point Blockage                      | 2                                       | 3      | 5   |
| Noise  | 2                                       | 10     | 30  |
| Odour / Dust   | 2                                       | 10     | 30  |
| Parking Complaint – General Enquiry                  | 2                                       | 5      | 14  |

| REQUEST CATEGORY   | Priority Risk Rating<br>(Business Days) |        |     |
|--|---|--------|-----|
|  | High                                    | Medium | Low |
| Parking Complaint  | 1                                       | 2      | 5   |
| Pests - Insects, Bees or Wasps                               | 2                                       | 5      | 10  |
| Pests - Pigeons, Rabbits, Vermin                             | 5                                       | 14     | 30  |
| Pests - Plants or Weeds                                      | 14                                      | 30     | 60  |
| Permit Application - Special Event, Business Use of Land etc | 10                                      | 20     | 30  |
| Permit Application – Community Event, Major Event            | 30                                      | 45     | 60  |
| Potholes   | 3                                       | 10     | 30  |
| Public Convenience - Maintenance                             | 2                                       | 5      | 10  |
| Reserves - Cutting / Mowing                                  | 5                                       | 10     | 30  |
| Public Health - General                                      | 5                                       | 5      | 5   |
| Reserves and Medians - Landscape - Maintenance               | 5                                       | 10     | 30  |
| Reserves and Medians - Request New Planting                  | 10                                      | 30     | 60  |
| Roads - Maintenance  | 10                                      | 30     | 90  |
| Rooster Complaints   | 10                                      | 20     | 30  |
| Sharps / Syringes  | 1                                       | 2      | 5   |
| Signage - Maintenance or Replacement                         | 3                                       | 10     | 30  |
| Smoke Pollution – Residential                                | 2                                       | 5      | 10  |
| Storm Water - Residential                                    | 10                                      | 30     | 90  |
| Stormwater and Drainage – Maintenance                        | 3                                       | 90     | 180 |
| Street Sweeping  | 3                                       | 10     | 30  |
| Traffic or Road Safety                                       | 5                                       | 30     | 90  |
| Tattoo, Hairdressing, Beauty Salon - Complaints              | 2                                       | 5      | 10  |
| Tree - Removal   | 2                                       | 10     | 30  |
| Tree - Trimming  | 2                                       | 10     | 30  |
| Trees - Assessment   | 2                                       | 10     | 30  |
| Trees - Fallen / Hanging Branch                              | 2                                       | 5      | 10  |
| Trees - Other  | 2                                       | 10     | 30  |
| Trees - Planting   | 10                                      | 30     | 60  |
| Trees - Pruning  | 10                                      | 30     | 60  |
| Trees - Root Issue   | 5                                       | 30     | 60  |
| Unsightly property   | 5                                       | 10     | 20  |
| Vandalism  | 2                                       | 7      | 30  |
| Graffiti   | 2                                       | 5      | 10  |
| Verges – Spraying and Mowing                                 | 5                                       | 10     | 30  |
| Verges – Washout of Unsealed Driveways                       | 5                                       | 15     | 60  |
| Verges – General Verge Scour                                 | 5                                       | 15     | 60  |
| Waste - Damaged Public Street Bin                            | 3                                       | 5      | 30  |
| Waste – Full Public Street Bin                               | 1                                       | 2      | 5   |
| Waste – Bin Missed   | 5                                       | 5      | 10  |
| Waste - Dog Bag Dispenser Refill                             | 1                                       | 5      | 5   |
| Wastewater - Complaints                                      | 4                                       | 7      | 16  |

## ANNEXURE 3: CUSTOMER FEEDBACK AND COMPLAINTS

### What can I complain or give feedback about?

You can provide feedback or make a complaint about anything that you believe requires our attention, and falls within Council's scope of responsibilities including:

- ◆ the knowledge and behaviour of our staff;
- ◆ the standard of service that you received;
- ◆ risks, health and safety issues;
- ◆ our policies, procedures, or practices; and
- ◆ a decision made by Council.

### Making a complaint or to provide feedback

A person can make a complaint or provide feedback at any time about a product or service delivery of Council by:

- ◆ Completing the online Customer Feedback / Complaints Form
- ◆ Email: [plcc@plcc.sa.gov.au](mailto:plcc@plcc.sa.gov.au)
- ◆ Written correspondence: City of Port Lincoln, PO Box 1787, Port Lincoln SA 5606
- ◆ Telephone: 08 8621 2300 – 9.00am – 5.00pm
- ◆ In person:
  - Level One, Civic Centre, 60 Tasman Terrace, Port Lincoln SA 5606
  - 9.00am – 4.30pm, Monday to Friday (excludes public holidays)

A person who makes contact with Council via Telephone or in person will be asked to submit their complaint in writing, if the matter cannot be satisfactorily resolved at the point of initial contact with Council.

To assist Council process a complaint, the complainant is required to provide their name and contact details along with the following relevant detail:

- ◆ Date, time and location of event(s);
- ◆ Description of the event(s);
- ◆ Names of Council employee(s) to whom you spoke and dates;
- ◆ Copies or references to letters or documents relevant to the complaint;
- ◆ The outcome that is hoped to be achieved.

Any complaint received will be resolved as quickly as possible, while ensuring the matter is dealt with at a level that reflects its level of complexity.



## What if I am not satisfied with the handling or outcome of a complaint?

Council manages complaints in accordance with our Complaints Handling Policy. The Policy outlines what you can do if you are not satisfied with the way Council has handled your complaint.

Information about your options is also provided below:

| COMPLAINT  | APPROPRIATE EXTERNAL BODY   |
|--|---|
| Actions or decisions of Council, Council staff and contractors, including the handling or review of a complaint.   | <p>As a customer of Council, if you are dissatisfied with a decision made by Council, its employees or persons acting on behalf of Council, you have the right to make an application for review of a decision under Section 270 of the Local Government Act 1999. This process is generally the last resort in the complaint handling process. Please refer to the <a href="#">Internal Review of Council Decisions Policy 9.63.2 [PDF]</a> about the review process and how to make an application for review of a decision.</p> <p>If you are still dissatisfied with the outcome of the Section 270 review you have the right to make a complaint to an external agency. For example the Ombudsman, who is an independent officer who handles complaints about government.<br/> <a href="https://www.ombudsman.sa.gov.au/make-a-complaint">https://www.ombudsman.sa.gov.au/make-a-complaint</a></p> |
| Breaches of the Local Government Act 1999  | <p>South Australian Ombudsman<br/> <a href="https://www.ombudsman.sa.gov.au/make-a-complaint">https://www.ombudsman.sa.gov.au/make-a-complaint</a></p>  |
| Misconduct in public administration<br>-intentional and serious contravention of a code of conduct by a public officer that constitutes a ground for disciplinary action | <p>Office for Public Integrity<br/> <a href="https://www.publicintegrity.sa.gov.au/">https://www.publicintegrity.sa.gov.au/</a><br/> OR<br/> South Australian Ombudsman<br/> <a href="https://www.ombudsman.sa.gov.au/make-a-complaint">https://www.ombudsman.sa.gov.au/make-a-complaint</a></p>  |
| Maladministration - poor governance or the mismanagement of public resources or functions that might have serious implications for an agency and / or the community.     | <p>Office for Public Integrity<br/> <a href="https://www.publicintegrity.sa.gov.au/">https://www.publicintegrity.sa.gov.au/</a><br/> OR<br/> South Australian Ombudsman<br/> <a href="https://www.ombudsman.sa.gov.au/make-a-complaint">https://www.ombudsman.sa.gov.au/make-a-complaint</a></p>  |
| Corruption   | <p>Office for Public Integrity<br/> <a href="https://www.publicintegrity.sa.gov.au/">https://www.publicintegrity.sa.gov.au/</a></p>   |
| Criminal conduct or life-threatening situations  | <p>South Australian Police<br/> <a href="https://www.police.sa.gov.au/">https://www.police.sa.gov.au/</a></p>   |
| Breach of privacy or a Freedom of Information complaint  | <p>South Australian Ombudsman<br/> <a href="https://www.ombudsman.sa.gov.au/freedom-of-information">https://www.ombudsman.sa.gov.au/freedom-of-information</a></p>  |
| Council elections  | <p>Electoral Commission South Australia<br/> <a href="https://ecsa.sa.gov.au/feedback-and-complaints">https://ecsa.sa.gov.au/feedback-and-complaints</a></p>  |
| Complaints about Council's Water Reuse Scheme  | <p>Energy and Water Industry Ombudsman<br/> <a href="https://ewosa.com.au/">https://ewosa.com.au/</a></p>   |
| For complaints about discrimination or harassment  | <p>Office of the Commissioner for Equal Opportunity (SA)<br/> <a href="https://www.equalopportunity.sa.gov.au/">https://www.equalopportunity.sa.gov.au/</a></p>   |









## CONTACT

For further information  
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### **Council Administration**

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