

Whyalla City Council provides programs and services such as:

Library
Arts and Culture
Amphitheatre
Community Events
Hall Hire

Recreation Centre
Playgrounds
Swimming Pool
Foreshores
Marinas and Berths

Animal control and education
Car parking
Traffic Management
Legislative compliance
Permits

Airport
Roads
Parks, Landscaping and Vegetation
Environment and recycling
Cemetery

Town Planning and Building Development
Stormwater
Cycle and Footpaths
Landfill and Waste Management
Environmental health Services

Tourism and events
Visitors Information Centre
Childcare Services
Community safety
Citizenship Ceremonies



How to make a compliment, comment, enquiry or complaint

To provide compliments, comments, enquiries or complaints to the Whyalla City Council you can:



Access our website: www.whyalla.sa.gov.au
Compliments, comments, enquiries and complaints can be lodged online or you can download a hard copy.



Visit our customer service Desk at the Civic Building Darling Terrace
Customer Service Staff can provide you with a Customer Service Feedback Form



Telephone 8640 3444 or Facsimile 8645 0155
Customer Service Staff can record details of your compliment comment, enquiry or complaint and ensure it is directed to the correct officer for action.



Send us an email:
council@whyalla.sa.gov.au and provide details of the compliment, comment, enquiry and complaint.



Write to us: Whyalla City Council
PO Box 126 WHYALLA SA 5600 and provide details of the compliment, comment, enquiry or complaint.



Social Media
Council will accept comments via facebook.com/whyalla-city-council
*Social Media should not be used to lodge requests for service or formal complaints

Ombudsman SA

The ombudsman SA is an independent office that has comprehensive power to investigate complaints made in relation to Local Government.
Customers have the right to contact the Ombudsman SA at any time if they are dissatisfied with an action or inaction of the Whyalla City Council.

The Ombudsman SA may be contacted at:
PO Box 3651
Rundle Mall SA 5001
T: (08) 8226 8699
F: (08) 8226 8602
Toll Free: 1800 182 150
E: ombudsman@ombudsman.sa.gov.au

Annexure L



WHYALLA CITY COUNCIL CUSTOMER SERVICE CHARTER



Purpose of a Customer Service Charter

The Whyalla City Council Customer Service Charter has been developed to further build and enhance relationships and partnerships with our community and customers, and to enable a system for continuous improvement to our levels of customer service.

Our Customer Service goal

To create and maintain a customer service culture throughout the organisation that ensure the delivery of consistent and quality customer focused services where by our customers are dealt with promptly, courteously, efficiently and effectively at all times.

What can you expect from Whyalla City Council

Our staff will:

- Identify themselves
- Be polite, helpful and treat you with respect
- Listen carefully in order to understand and respond to your needs
- Explain actions and provide accurate, clear and consistent information where possible
- Respect and protect your privacy

Our customer expectations:

- To treat our staff with mutual respect
- To respect the rights of other customers
- To provide accurate and complete information in your dealings with us
- To respect the community in which we live
- To work with us to solve problems

How will we measure our service:

- We will report monthly on our service levels
- We will invite written feedback at all Council customer service points

Our Service Standards

ENGINEERING SERVICES

BUSINESS AREA	TARGET RESPONSE TIME
Works Emergency Issues	1 hour
Road Repairs - high risk condition - low risk condition	1 Business day 7 Business days
Footpath Repairs - high risk condition - low risk condition	1 Business day 14 Business days
Blocked Stormwater - clean pit - clean blocked stormwater pipe	10 Business days 20 Business days
Road/reserve Vegetation Issues	3 Business days (routine) 10 Business days (non-routine)
Assess access private (driveway)	1 Business day (routine) 5 Business days (non-routine)
Stormwater affecting private land	1-2 Business days
Restricted Access Vehicle Council Clearance	2 Business days (routine) 5 Business days (non-routine)
Traffic Planning / Signage Issues	5 Business days (as per general correspondence)
Supply of new Garbage Bin	Delivered in 10 Business days
Missed Garbage Service	Next Business day
Street Sweeping Needs	4 Business days
Trimming of Street Trees	6 weeks

DEVELOPMENT SERVICES

BUSINESS AREA	TARGET RESPONSE TIME
Dog Complaints - attacks - dogs at large	1 hour
General Animal complaints (nuisance dog or cat)	3 Business days
Parking Issues - urgent - non urgent	1 hour (Business day) 1 Business day
Abandoned Vehicles Abandon Litter	3 Business days
Burning Complaints	1 hour (Business day)
Food Complaints	3 Business days
Development Applications - complying, Fast tracked - Merit, General develop - ment - Notification, Category 2 and 3	6 weeks 12 weeks 12 weeks

GENERAL SERVICES

BUSINESS AREA	TARGET RESPONSE TIME
Rates Certificates	2 Business days
S7 Searches - urgent - routine - non routine	24 hours 3 Business days 7 Business days
Acknowledge Initial Correspondence	5 Business days
Return Phone Calls	24 hours