



Request for Service Policy

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Strategic Plan:	
Classification:	Governance Policy
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Review Frequency:	Once in the term of Council
Last Reviewed:	September 2015
Next Review Due:	2019
Responsible Officer(s):	Manager, Corporate and Community Services
Council File Reference:	
Applicable Legislation:	Local Government Act 1999, Section 270 and 271
Relevant Policies:	Complaint Handling Policy
Related Procedures:	Complaint Handling Procedure Request for Service Procedure
Delegations:	Chief Executive Officer – Section 270

KINGSTON DISTRICT COUNCIL REQUEST FOR SERVICE POLICY

1. Purpose

- 1.1 Local Government delivers an extensive range of services and infrastructure to communities, and discharges obligations under many pieces of legislation. Providing services to the community is a key component of Council's operations and requests for work to be undertaken or a service provided are a daily occurrence.
- 1.2 Council is committed to the provision of quality service to customers and aims to provide services in a fair and efficient manner. Council also monitors requests to identify ways in which it can proactively improve its services.
- 1.3 Section 270 of the *Local Government Act 1999* requires Council to develop and maintain a policy about "any reasonable request for the provision of a service by the Council or for the improvement of a service provided by the Council."
- 1.4 This policy aims to:
- provide guidance on what may constitute a reasonable Request for a Service or an improvement to a service.
 - distinguish between requests, complaints and feedback to Council and give direction on management of Requests.
 - establish a framework to assess and process Requests for Service and collate data to inform service improvements.

2. Scope

This Policy applies to all Council employees who may be involved in receiving or processing a Request for Service in the course of their work and Elected Members who may receive a verbal or written Request for Service from a member of the community.

3. Definitions

Business Day	A day when the Council is normally open for business, ie Monday to Friday, excluding public holidays.
Complaint	An expression of dissatisfaction with a service delivered by 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.
Employee	Includes a person employed directly by Council in a full time, part time or casual capacity (whether that position is permanent or contractual or voluntary) and persons providing services to, or on behalf of, the Council even though they may be employed by another party.
Feedback	Can take the form of comments, both positive and negative, about services provided by Council without necessarily requiring a corrective action, change of services or formal review of a decision. Feedback may, however, influence future service reviews and delivery methods.

Request for Service (Request)	An application to have Council or its representative take some form of action to provide a Council service that has not been previously provided. (See Request for Service Policy)
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4. Policy Statement

4.1 Guiding Principles

The following principles are fundamental to how Council approaches Requests for Service:

- *Fairness*: treating customers fairly requires impartiality, confidentiality and transparency at all stages of the process.
- *Accessibility*: to be accessible there must be broad public awareness about Council's Policy and 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.
- *Integration*: communication between the different areas of Council where the customer request overlaps functional responsibilities.

In processing Requests for Service Council will consider:

- Public safety and emergencies
- Statutory responsibilities
- Fulfilling Council's Strategic Management Plan, Annual Business Plan, Annual Works Program and Annual Budget
- Relevant Council Policies and Codes
- Using Council resources effectively and efficiently
- Guidelines and principles of externally funded programs
- An assessment of risk.

4.2 Requesting a Service

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

- Completion of the appropriate form on Council's website
- Telephone
- Fax
- Letter
- Email
- In person at the Council office
- Petition to Council

4.3 Managing a Request for Service

- 4.3.1 Council aims to manage Requests efficiently and effectively. Employees are provided with an appropriate level of authority to advise the Applicant of the likely timeframe to complete the action required.

- 4.3.2 If a Request cannot be fulfilled in a reasonable timeframe the Applicant will be advised, including an explanation of why this decision was taken.
- 4.3.3 Where an Applicant is not satisfied with the Council's decision or service level, the applicant may lodge a Complaint against the decision under Council's Complaint Handling Policy.

5. Recording Requests for Service

Requests will be recorded in Council's records management system in such a way that the information can also be analysed for service improvement opportunities.

6. Availability of the Policy

This Policy will be available for inspection at the Council's Offices during ordinary business hours and via the Council's website www.kingstondc.sa.gov.au. Copies will also be provided to the public upon request, and upon payment of a fee in accordance with the Council's Fees and Charges Policy.

7. Council Endorsement and Review

Document History	Issue Date	Resolution Number	Comment
	23 March 2012	7792	Policy adopted by Council.
	18 September 2015	9362	Policy reviewed by Council.

10 Review & Evaluation

The effectiveness of this Policy will be reviewed at least once in the term of Council. The Chief Executive Officer will report to Council on the outcome of the evaluation, and make recommendations for amendments, alteration or substitution of a new Policy, if relevant.