

	PROCEDURE	Version:	3
	Requests for Service	Date Adopted:	08 Oct 2024
		Next Review Due:	Oct 2028

1. STATEMENT

This procedure relates to the [Customer Experience Policy](#). It outlines procedures for requesting Council services and how service requests are recorded and assessed.

2. DEFINITIONS

Please refer to the [Customer Experience Policy](#) for definitions that apply to this procedure.

3. PROCEDURE

3.1 Processing a request for service

Requests for service will be assessed in the context of the services and work provided for in the Council's annual business plan and budget and according to the conditions of externally funded programs.

3.1.1 Requesting a service from Council

A person can request a service in the following formats:

Online form	available on Council's website www.wattlerange.sa.gov.au
Email	council@wattlerange.sa.gov.au Note: A system generated return is automatically sent acknowledging receipt of an email submission. If you do not receive this email, Council may not have received your service request.
Letter	PO Box 27 Millicent SA 5280
In person	Wattle Range Council offices
Telephone	08 8733 0900

All requests will be recorded in Council's Customer Relationship Management (CRM) system and acknowledged in accordance with Council's Customer Service Charter.

3.1.2 Recording a request

Details recorded in the CRM may include:

- date and time request received
- name of the officer logging the service request
- customer's name
- customer's address
- customer's contact phone number
- customer's email
- details of service request
- officer the service request is assigned to

A person making a service request may remain anonymous; however, where insufficient contact information is provided, it may not be possible to properly investigate the matter or inform the person about the status of their request.

3.1.3 Timeframe for response

All requests are assessed on a case-by-case basis and in accordance with Council's Customer Service Charter. Council officers will aim to provide a written response within ten

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(10) business days and the response will advise of Council's proposed action in relation to the request for service.

3.1.4 Accepting or declining a request for service

Accepting a request will be made by the relevant officer in accordance with their delegations and authorisations. An officer intending to decline a request must refer the matter to their manager for determination.

Accepted requests will be scheduled within current service standard timeframes (as automatically populated in the CRM).

Applicants can be notified verbally or via return post/email of the outcome of their request.

Details of the action taken will be recorded against the request as lodged in the CRM.

Declined requests will be recorded in the CRM.

4. REVIEW

This procedure will be reviewed every four (4) years in consultation with the Executive Leadership Team, Council staff and Council members.

5. AVAILABILITY

This procedure is publicly available on Council's website: www.wattlerange.sa.gov.au.

A printed copy may be purchased from Council offices upon payment of the relevant fee in Council's Fees and Charges Schedule.

6. REFERENCES & FURTHER READING

References	
Relevant Legislation:	Local Government Act 1999 – section 270
Relevant Policies / Procedures / Guidelines	This procedure should be read in conjunction with: - Customer Experience Policy - Internal Review of Decisions Procedure - Compliments and Complaints Handling Procedure - Unreasonable Customer Conduct Procedure

7. ADOPTION & AMENDMENT HISTORY

The table below sets out the adoption, review and amendment history of this procedure.

Version No:	Issue Date:	Authorised by:	Description of Change:	Minutes Reference:
1	13/12/2016	Council	Adopted	Folio 6953; Item 13.2.6
2	12/11/2019	Council	Changed to a procedure to sit under the Customer Experience Policy.	Folio 8697; Item 15.2.12
3	08/10/2024	Council	Reviewed	Folio 11108; Item 15.2.4

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