	PROCEDURE 29	Version:	2
	Requests for Service	Date Adopted:	12 Nov 2019
		Next Review Due:	Oct 2023

This procedure relates to the Customer Experience Policy

1. DEFINITIONS

Please refer to Customer Experience Policy for definitions that apply to this procedure

2. PROCEDURE

2.1 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.

2.1.1 Requesting a Service from Council

A person can request a service verbally or in writing in the following formats:

Online Form	Available on Council's website www.wattlerange.sa.gov.au
Email	council@wattlerange.sa.gov.au
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 Request or Records Management System.

All requests will be acknowledged verbally or in writing within 10 days when the request is made.


2.1.2 Recording a Request

Details recorded into Council's Customer Request System may include:

- Date and time request received
- Lodged by
- Customers Name
- Customers Address
- Customers Contact Phone Number
- Customers Email
- Details and nature of request
- Officer assigned to

A person may remain anonymous, but where insufficient information is provided in a request, the matter may not be able to be properly investigated and notification on progress may not be able to be provided to the informant.

File Ref:	Classification:	Department:	Position Responsible:	Review Frequency:
GF/ 9.87.1	Public	Corporate Services	Director Corporate Services	4 Yearly (After Every General Election)
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2.1.3 Timeframe for Response

All requests are assessed on an individual basis. Council Officer's will aim to provide a response within 10 business days and the response will advise of Council's proposed action in relation to the request for service.

2.1.4 Accepting or Declining a Request for Service

All requests are assessed individually by the delegated authority.


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

Applicants may 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 Customer Request System.

Declined requests will be recorded and may be reconsidered at a future date.

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3. REVIEW

This Procedure will be reviewed every 4 years after each general election.

Reviews must be done in consultation with the Executive Leadership Team, Council Staff and Council Members.

4. AVAILABILITY

This Procedure is available for inspection without charge at the following location during ordinary business hours:

- Principal Office, "Civic Centre", George Street, Millicent
- Council Website: www.wattlerange.sa.gov.au.

A copy of the Procedure may be purchased from the Principal Council Office upon payment of a prescribed fee in accordance with Council's Schedule of Fees and Charges.

5. REFERENCES & FURTHER READING

References	
Relevant Legislation:	<ul style="list-style-type: none"> • <i>Local Government Act 1999</i> – Section 270
Relevant Policies / Procedures / Guidelines	<p>This Procedure should be read in conjunction with: -</p> <ul style="list-style-type: none"> • Customer Experience Policy • Internal Review of Decisions Procedure • Compliments and Complaints Handling Procedure • Unreasonable Customer Conduct Procedure

6. ADOPTION & AMENDMENT HISTORY

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

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