



CUSTOMER CARE POLICY

REVIEWED: 29.05.2023

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1. INTRODUCTION

Whenever customers have contact with Overberg District Municipality they will receive consistently excellent standards of customer service. It incorporates the Municipality's commitment to ensuring the human rights principles set out in the South African Constitution, the eight Batho Pele principles aimed at transforming public service, and "getting it right the first time". The municipality is committed to ensuring that customer service excellence is an integral part of the planning, resourcing and delivery of all municipal services.

2. PRINCIPLES

As an organisation we will:

- Identify ourselves, be helpful and courteous
- Be professional and positive
- Be well informed, so that we are able to help our community
- Be effective in listening and responding the community
- Be fair and supportive
- Handle all customers equal and fair

3. BATHO PELE & THE CODE OF CONDUCT FOR MUNICIPAL STAFF MEMBERS

Batho Pele means "People First" and the eight principles set out in it are the foundation of national Government's approach to guide all interaction between Government institutions and its public:

- **Access:** Equitable access to integrated service delivery.
- **Openness and Transparency:** Creating a culture of collaboration.
- **Consultation:** Listening to the needs and problems of citizens.
- **Redress:** Apologising when necessary and finding speedy solutions when possible.
- **Courtesy:** Services offered with courtesy and consideration.
- **Service Standards:** Anticipating needs and informing citizens of the level and quality of service they can expect.
- **Information:** Complete, accurate information about the municipality and its services.
- **Value for Money:** Delivering solutions economically and efficiently.

This approach is strengthened by the values underpinned in Schedule 2 of the Municipal Systems Act, 32 of 2000; the Code of Conduct for municipal staff members.

4. CUSTOMERS

Customers are all the people who interact with the municipality. This includes people who live in, work in or visit the area and people acting on behalf of people who live in the area.

The customers of some services will be employees and other services will be all stakeholders. Although produced primarily with external customers in mind, these customer care standards will also apply to internal customers who are colleagues in the municipality.

5. CUSTOMER CONTACT

Customers want accessible, efficient and responsive services and the Overberg District Municipality will strive to meet their demands.

Customer contact will be dealt with by means of the following:

- Face-to-face
- Meetings
- Telephone
- Letters
- E-mails
- Fax
- Facebook
- Websites

6. THE IMPORTANCE OF CUSTOMER CARE

In practice, good Customer Care includes:

- A customer must be able to contact the municipality easily, reaching the correct department to handle its request or enquiry.
- A customer should have welcoming access to municipal buildings where adequate signage has been provided. Where practicable, access for the disabled should be provided. Incorporation of private areas for customers to discuss personal or sensitive matters should be considered where relevant and suitable.
- A customer should be assisted in their language of preference in accordance with the municipality's Language Policy (English, Afrikaans or isiXhosa).
- A municipal member of staff should identify himself by name when communicating with a customer, listen attentively and respond appropriately.
- Providing customers with relevant, accurate and up-to-date information, including an explanation when a service is not available.
- Once a complaint, request or enquiry has been received, prompt action should be taken and a clear response should be given to the customer.
- In the case of ongoing or long-term problems, a customer should be kept informed of any anticipated delays and progress reported regularly on the way forward in addressing the complaints, requests or enquiries.
- In case of dissatisfaction, a customer should be explained the procedure for lodging a complaint, including relevant contact details.

7. OUR COMMITMENT

- Customers can report comments, complains and queries regarding municipal services at any office of the Overberg District Municipality.
- Customers are requested to ensure that their name, surname, contact details and the essence of the complaint are provided when providing feedback.
- Should a situation not be resolved through normal service channels, customers can report the matter to the municipality's Communication Officer on the contact details below.
- The Overberg District Municipality would also like to recognise employees who go beyond the call of duty.

8. CONTACTS

Communication Officer, 26 Long Street, Bredasdorp, 7280
Tel: 028 4251157,
e-mail: ktheunissen@odm.org.za

9. RELATED POLICIES/LEGISLATION

- Constitution of SA, 1996
- Municipal Systems Act, 32 of 2000
- PAIA Policy of Overberg District Municipality
- Language Policy of Overberg District Municipality
- Communication Policy of Overberg District Municipality
- Batho Pele Principles

10. EFFECTIVE DATE

This policy shall come into effect on 1 July 2023.