

Light Regional Council (the Council) values its customers and community and is dedicated to creating positive experiences during interactions.

This Charter has been developed based on feedback received from the 2024 Customer Satisfaction Survey. It outlines the service you can expect when contacting the Council, by:

- website / online customer requests
- in writing (via email, letter or My Local Services App)
- by phone
- in person
- afterhours

and how you can help Council to respond to your requests.

Council will:

- interact with you in accordance with its foundation values of respect, honesty, integrity and transparency.
- keep you informed about what can be done and by when – and will keep you informed along the way.
- act within legislative requirements.
- encourage feedback and see it as an opportunity for improvement.

Website / online customer requests

- Council will maintain our website with relevant, up-to-date information that is easily understood and accessible.
- Customer requests can be submitted online through our website www.light.sa.gov.au
- Council will acknowledge your request when you write to us within two business days.
- Where a request cannot be resolved within 15 business days, Council will provide you with information as to who is attending to your request and will update you on its status within this timeframe.

In writing (email, letter or My Local Services App)

- Contact us using any method advertised on www.light.sa.gov.au
- Where you are requesting a service or action of Council, it will acknowledge receipt of your request within 2 business days.
- Where a request cannot be resolved within 15 business days, we will provide you with information as to who is attending to your request and will update you on its status within this timeframe.

By phone

Council's Principal Office 08 8525 3200

- Will be available for general enquiries between 9.00am and 5.00pm on weekdays (excluding public holidays).
- Calls received outside of business hours will be diverted to voicemail or for emergency matters diverted to an afterhours contact person.
- Council's library hours differ from its Principal Office hours and can be found on the website, www.light.sa.gov.au/library or contacted on 8525 3290.
- Will greet you using Council's name (organisation/department) and the first name of the person you are talking with.
- If your call needs to be transferred to another person, you will be asked some basic information so your call can be handled appropriately.
- Will give you options if that person isn't available, such as taking a message using Council's customer request system
- Where a request cannot be resolved within 15 business days, Council will provide you with information as to who is attending to your request and will update you on its status within this timeframe.
- When a message is left on Council's Call Centre voicemail, with your name and contact number, before 12noon on a normal business day, the call will be returned prior to the end of that working day. Messages received after 12noon will be acknowledged by the following business day.

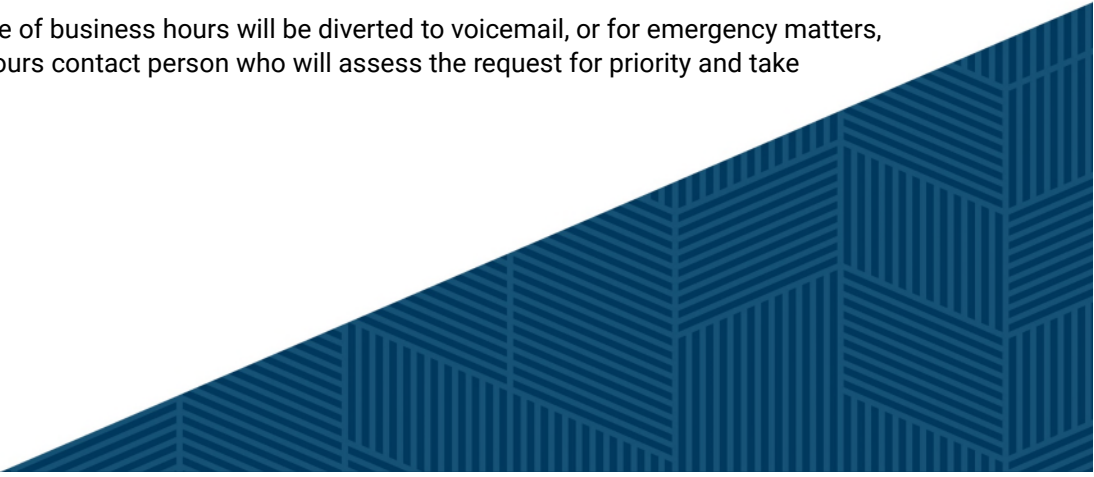
In person

- Council staff will do their best to respond to your request when you visit.
- If your enquiry is of a technical or specialised nature, an appropriate person will be contacted to assist.
- If Council is unable to respond to your request at the time of your visit, you will be contacted within two business days.
- Where a request cannot be resolved within 15 business days, Council will provide you with information as to who is attending to your request and will update you on its status within this timeframe.

Social media

- Council's social media platforms are passively monitored. Where you are seeking information or a request for Council to act on a matter, please submit the request via Council's website.

Afterhours

- Calls received outside of business hours will be diverted to voicemail, or for emergency matters, diverted to an afterhours contact person who will assess the request for priority and take appropriate action.
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Help Council to help you

- Contact Council using any method advertised on www.light.sa.gov.au
- Refer to contact details or request ID you have been provided within correspondence.
- Inform Council if your details change, such as your postal address or change of name.
- Be polite and respectful towards Council employees and other customers. Use appropriate language and behaviour, free from discrimination or harassment.
- Respect and treat all Council facilities, equipment, and property with due care and follow any safety rules.
- Behaviour that is likely to put someone in physical danger or make them feel anxious, threatened, or disrespected will not be tolerated.
- Abusive and threatening behaviour on Council premises or while its employees are undertaking duties within the community, is never acceptable. If deemed necessary or appropriate, Council employees may contact the police.
- Be patient and understanding, Council will do its best to assist you.

Feedback

- Council encourages feedback and sees it as an opportunity for improvement. Feedback can be provided to Council using one of the contact options listed above or completing the online feedback form.

Additional Information

Most requests can be resolved quickly, however, there are times when detailed investigation is required. In this case, we will keep you informed of the progress of your concern.

Where a request relates to:

- A Freedom of Information application
- A Request for Service
- A Formal Complaint
- An Internal Review of a Council Decision
- Elected Members Behaviour

the matter will be dealt with in line with the relevant policy/legislation.

