



RB9.1.11/28-11-2024

CUSTOMER CARE POLICY AND RELATED DOCUMENTS

RESOLVED:

- a. That Council approved the Customer Care Policy for implementation.

Proposed: Cllr. L Venter

Seconded: Cllr. M Heins

No Counter Proposals: None



CHAIRPERSON / VOORSITTER

28/11/2024
DATE / DATUM

CUSTOMER CARE POLICY

Purpose

At Cederberg Municipality, we are committed to deliver exceptional customer experiences, aligned with the Batho Pele or "People First" principle and client services charter. Our customer care policy outlines our dedication to provide high-quality support, ensuring customer satisfaction, and building long-term relationships.

Scope

This policy applies to all customers, clients, and stakeholders interacting with Cederberg Municipality. The code of conduct for municipal staff members (Municipal Systems Act 32 of 2000) applies to the policies

Customer Care Principles

In line with the Batho Pele principles, we commit to:

1. **Consultation:** Involving customers in the decision-making process where possible.
2. **Service Standards:** Setting and publishing service standards.
3. **Access:** Ensuring equal access to services for all.
4. **Courtesy:** Treating customers with respect and dignity.
5. **Information:** Providing accurate and timely information.
6. **Openness and Transparency:** Being open and transparent in decision-making and service delivery.
7. **Redress:** Providing mechanisms for customers to address grievances.
8. **Value for Money:** Ensuring efficient and effective use of resources.

Additionally, we will:

1. **Respect:** Treat customers with dignity, respect, and empathy.
2. **Listen:** Actively listen to understand customer needs and concerns.
3. **Respond:** Respond promptly, accurately, and courteously.
4. **Reliability:** Provide accurate and timely information and services
5. **Accessibility:** Ensure services and accessible and inclusive for all.

6. **Accountability:** Take ownership of our actions and decisions
7. **Empower:** Empower customers with knowledge and solution
8. **Reflect:** Learn from complaints and use them to improve our services
9. **Follow-up:** Follow up to ensure customer satisfaction.

Customer Support Channels

1. Telephone: 027 482 8000
2. Email: customer@cederberg.gov.za
3. Social Media: Facebook (Cederberg Local Municipality)
4. Customer Care App: Collab Citizen
5. Website: www.cederbergmun.gov.za
5. Physical Address:

| Help Desk 1 | Help Desk 2 | Help Desk 3 |
|--|---|--|
| Cederberg Municipality Church street Lamberts Bay 8130 [Ext: 2201] | Cederberg Municipality 2A Voortrekker street Clanwilliam 8135 [Ext: 2001] | Cederberg Municipality 12 Muller street Citrusdal 7340 [Ext: 2401] |

| Cashier/Help desk | Cashier/Clerk |
|---|---|
| Cederberg Municipality 57 Van der Stel street Graafwater 8120 [Ext: 2101] | Cederberg Municipality Main road (Community Hall) Elands Bay 8110 [Ext: 2301] |

Customer Support Hours

General Office Hours (Business operating hours)

Monday – Thursday

07h30 – 16h30 [Lunch 12h30 – 13h15]

Friday

07h30 – 15h00 [Lunch 12h30 – 13h00]

CUSTOMER CARE SERVICE

PAY POINTS: CASHIERS

Citrusdal, Clanwilliam & Lamberts Bay

Monday – Thursday

07h30 – 15h30 [Cashiers available during lunch]

Friday

07h30 – 14h00 [Cashiers available during lunch]

Graafwater & Elands Bay

Monday – Thursday

07h30 – 15h30 [Lunch 12h30 – 13h15]

Friday

07h30 – 14h00 [Lunch 12h30 – 13h00]

PAYPOINT: TRAFFIC SERVICES

Citrusdal, Clanwilliam & Lamberts Bay

Monday – Thursday

07h30 – 15h30 [Lunch 12h30 – 13h00]

Friday

07h30 – 14h00 [Lunch 12h30 – 13h00]

PAYPOINTS: RESORTS & DAM

Clanwilliam Dam Resort, Elands Bay Caravan Park & Lamberts Bay Caravan Park

Monday – Thursday

07h30 – 16h30 [Cashiers available during lunch]

Friday

07h30 – 15h00 [Cashiers available during lunch]

ENQUIRIES/COMPLAINTS: HELP DESK

Monday – Thursday

07h30 – 16h30 [Lunch 12h30 – 13h00]

Friday

07h30 – 15h00 [Lunch 12h30 – 13h00]

Business Contact Details:

Customer Care & Complaints

Telephone Number: 027 482 8000

Email address:

Customer and Complaints related: customercare@cederberg.gov.za

Physical Address:

| Help Desk 1 | Help Desk 2 | Help Desk 3 |
|---|--|---|
| Cederberg Municipality Church street Lamberts Bay 8130 | Cederberg Municipality 2A Voortrekker street Clanwilliam 8135 | Cederberg Municipality 12 Muller street Citrusdal 7340 |

Support Levels

1. Level 1: Initial support for general inquiries and basic issues
2. Level 2: Advanced support for complex issues and technical assistance
3. Level 3: Specialized support for critical issues and escalated concern/enquiries

Customer Feedback

We value customer feedback and use it to improve our services. Customers can provide feedback through:

1. Surveys
2. Email
3. Phone
4. Social Media

Customer Complaints

See Complaints Handling Procedure Attached as Annexure "A"

Training

Our staff to undergo regular customer care training to ensure they have the skills and knowledge to deliver exceptional support. EPWP customer care attendants should also be considered for training

Accountability

All staff is committed to provide excellent customer care services and adhere to this policy.

Review

This policy will be reviewed annually or as needed.

Annexure

Attached are complaints handling procedure as annexure "A"

Annexure "A"

COMPLAINTS HANDLING POLICY

Purpose

Cederberg Municipality is committed to provide high-quality services, projects and programmes aligned with the Batho Pele or "People First" principles, customer care policy, and client service charter. We recognize that sometimes things can go wrong. This policy outlines our approach to handle complaints and ensure that we respond promptly, fairly, and courteously.

Scope

This policy applies to all customers, clients, and stakeholders who interact with Cederberg Municipality.

Definition of a Complaint

A complaint is an expression of dissatisfaction or concern about our services, products, staff, or procedures.

Complaints Handling Process

- 1. Receipt of Complaint:** Complaints can be made via phone, email, letter, or in-person and collaborator citizen app
- 2. Acknowledgement:** We will acknowledge receipt of the complaint within [timeframe, e.g., 24 hours
- 3. Record:** We **record** all received complaints on the complaints management system
- 4. Refer the complaint:** We refer the complaint to the relevant official/user department for actioning
- 5. Initial Response:** We will provide an initial response addressing the complaint within [according to service level standards framework, e.g., 5 working days]
- 6. Investigation:** We will conduct a thorough investigation, gathering relevant information and evidence

7. **Resolution:** We will provide a resolution or outcome, explaining actions taken to address the complaint.

8. **Follow-up:** We will follow up to ensure the complainant is satisfied with the outcome.

Principles

In line with the Batho Pele principles, we commit to:

- **Consultation:** Involving customers in the decision-making process where possible.
- **Service Standards:** Setting and publishing service standards.
- **Access:** Ensuring equal access to services for all.
- **Courtesy:** Treating customers with respect and dignity.
- **Information:** Providing accurate and timely information.
- **Openness and Transparency:** Being open and transparent in decision-making and service delivery.
- **Redress:** Providing mechanisms for customers to address grievances.
- **Value for Money:** Ensuring efficient and effective use of resources.

Additionally, we will:

- Listen and respond with empathy and understanding.
- Be transparent and keep the complainant informed.
- Be fair, impartial, and respectful.
- Learn from complaints and use them to improve our services.

Confidentiality

Complaints will be handled confidentially, with access restricted to authorized personnel.

Monitoring and Review

We will regularly review and monitor our complaints handling process to ensure effectiveness and identify areas for improvement.

Contact Information

If you have a complaint, please contact us at:

Telephone: 027 482 8000

Email address:

customercare@cederberg.gov.za

Citizen App

Physical Address:

| Lamberts Bay | Clanwilliam | Citrusdal |
|--|---|--|
| Cederberg Municipality Church street Lamberts Bay 8130 [Ext: 2201] | Cederberg Municipality 2A Voortrekker street Clanwilliam 8135 [Ext: 2001] | Cederberg Municipality 12 Muller street Citrusdal 7340 [Ext: 2401] |

| Graafwater | Elands Bay |
|--|---|
| Cederberg Municipality 57 Van der stel street Graafwater 8120 [Ext:2101] | Cederberg Municipality Main road (Community Hall) Elands Bay 8110 [Ext: 2301] |

Review

This policy will be reviewed and updated annually

CUSTOMER CARE CHARTER

Our Commitment to our customer

As municipal officials, we are dedicated to serve our citizens, with Cederberg values; client focus excellence and integrity, aligned with the Batho Pele principles, Customer Care Policy, Client services Charter. This charter outlines our commitment to deliver high-quality services and ensure your interactions with us are positive and productive.

Our Customer Care Standards

In line with the Batho Pele principles, we commit to:

1. **Consultation:** Involving citizens in the decision-making process where possible.
2. **Service Standards:** Setting and publishing service standards.
3. **Access:** Ensuring equal access to services for all.
4. **Courtesy:** Treating citizens with respect and dignity.
5. **Information:** Providing accurate and timely information.
6. **Openness and Transparency:** Being open and transparent in decision-making and service delivery.
7. **Redress:** Providing mechanisms for citizens to address grievances.
8. **Value for Money:** Ensuring efficient and effective use of resources.

Additionally, we will:

1. **Respect:** Treat citizens with dignity, respect, and courtesy.
2. **Responsiveness:** Respond to inquiries and concerns promptly and efficiently.
3. **Reliability:** Provide accurate and timely information and services.
4. **Accessibility:** Ensure services are accessible and inclusive for all.
5. **Accountability:** Take ownership of our actions and decisions.

What you can expect from the municipality

1. **Clear Communication:** We will communicate clearly and transparently about our services and processes.
2. **Timely Resolution:** We will resolve your issues and concerns in a timely and efficient manner.
3. **Professionalism:** We will maintain a professional attitude and demeanor in all interactions.
4. **Empathy:** We will show understanding and empathy when dealing with your concerns.
5. **Follow-up:** We will follow up to ensure your issues are resolved to your satisfaction.

How You Can Help Us

1. **Provide Accurate Information:** Please provide complete and accurate information to help us assist you.
2. **Be Respectful:** Treat our staff with respect and courtesy.
3. **Ask Questions:** If you're unsure, ask us for clarification.
4. **Provide Feedback:** Share your feedback to help us improve our services.

Our Customer Care Promise

We promise to deliver exceptional customer care, exceeding your expectations and building trust in our municipal services.

Contact Us

If you have any questions, concerns, or feedback, please contact us at:

Telephone: 027 482 8000

Email address:

customercare@cederberg.gov.za

Physical Address:

| Lamberts Bay | Clanwilliam | Citrusdal |
|---|--|---|
| Cederberg Municipality Church street Lamberts Bay 8130 | Cederberg Municipality 2A Voortrekker street Clanwilliam 8135 | Cederberg Municipality 12 Muller street Citrusdal 7340 |

| Graafwater | Elands bay |
|--|--|
| Cederberg Municipality 57 Van der stel street Graafwater 8120 | Cederberg Municipality Main Road (Community Hall) Elands Bay 8110 |

Review

This charter will be reviewed annually or as needed