



## **MANGAUNG LOCAL MUNICIPALITY CUSTOMER CARE POLICY**

**Approved by Council on 27 November 2003 under item 51A5**

1. In relation to the services for which the Council levy and recover fees, tariffs or other payments, the Council hereby acknowledges the need to –
  - (a) establish a sound customer management system that aims to create a positive and reciprocal relationship between users of the service and the service provider;
  - (b) establish mechanisms for residents and users of the service to give feedback to the service provider regarding the quality of the service and performance of the service provider;
  - (c) ensure that residents and consumers understand the cost involved in service provision, the reasons for payment of service tariffs, and the manner in which monies raised from consumers are utilized;
  - (d) as far as is practicable, ensure that the consumption of services by individual households is measured through accurate and verifiable metering systems;
  - (e) ensure that consumers who are required to pay for services receive regular and accurate accounts that indicate the basis for calculating the amounts due for rates and service charges;
  - (f) provide accessible mechanisms for residents and consumers to query or verify accounts and metered consumption, and appeal procedures which allow residents and consumers to receive prompt redress for inaccurate accounts;
  - (g) provide accessible mechanisms for dealing with complaints from residents and consumers together with prompt replies and corrective action by the Council;
  - (h) provide mechanisms to monitor the response time and efficiency of the actions set out in paragraph (g); and
  - (i) provide sufficient and accessible pay points and other mechanisms for settling accounts.
2. To comply with the above-mentioned needs, the Council aims to establish the following facilities and implement the following procedures –
  - (a) a central complaints office with a toll free number;
  - (b) a centralized complaints database to enhance coordination of complaints and communication with customers;
  - (c) customer care offices in the different suburbs with toll free numbers;
  - (d) training of officials that are working with the public to enhance communication and service delivery;
  - (e) introduction of radio talk slot to enhance communication with customers;
  - (f) introduction of exhibitions on services, costs and safety;
  - (g) introduction of a brochure on a continues basis to inform customers on the safe and economic use of services;