



REF:

ENQ: PM MANQELE

DATE: 25.02. 2022

ZULULAND DISTRICT MUNICIPALITY

EXTRACT FROM MINUTES OF THE COUNCIL MEETING HELD ON 25 FEBRUARY 2022

ZDMC-: 22/63

File No. 4/1

POLICIES

With Cllrs NP Mavuso and Dlamini FM proposing and seconding respectively, Council

RESOLVED THAT:

The Service Charter, Customer Care Policy and Occupational Health and Safety Policy be approved by Council.


CLLR DT MEMELA
SPEAKER: ZULULAND DISTRICT MUNICIPALITY

ZULULAND DISTRICT MUNICIPALITY



CUSTOMER CARE MANAGEMENT POLICY

TABLE OF CONTENT

No.	Description	Page No.
1	Definitions	1
2	Purpose	2
3	Legislative Framework	2
4	Scope	2
5	Guiding Principles	2-3
6	Our Values	4-5
7	Batho Pele Principles	5-6
8	The Importance of Customer Care	6-7
9	Customer Contact	7
10	Roles and Responsibilities of the Municipal Manager	7-8
11	Handling of Complaints	8
12	Establishment of Complaints Management Committee	8-9
13	Roles and Responsibilities of Complaints Management Committee	9
14	Related Policies	9
15	Implementation of Policy	10
16	Policy Review	10
17	Policy Adoption	10

in accordance with the following principles:

- i. **Customer focus** - Municipal establishments must be committed to effective complaint management and value the feedback received from users through these mechanisms.
- ii. **Visibility** - Information about how and where to complain must be well publicized to the community.
- iii. **Accessibility**
 - a) It must be made as easy as possible for users to lodge a complaint. The public should be encouraged to complain at the point of service.
 - b) All attempts should therefore be made to reduce potential barriers to access such as race, language, literacy, and attitude. An easy-to-understand complaint procedure is desirable because it is then likely to also be more accessible for vulnerable groups such as blind and deaf people and illiterate people, as well as being easier to use by those managing it.
- iv. **Speed**
 - a) The aim of complaints management system is to resolve queries and provide feedback within the expected time that must be communicated to clients through the Municipal Service Charter attached as Annexure A.
 - b) When a response cannot be provided within a stipulated timeframe, an explanation must be provided to clients and keep them informed of the progress and outcome.
- v. **Fairness** - Complaints must be fairly and impartially handled without fear or favour.
- vi. **Confidentiality**
 - a) Complainant's right to confidentiality of all information pertaining to his or her complaint must always be respected in line with the POPI Act.
 - b) The complainants' expressed consent is not needed if his or her personal information is required to investigate a complaint. However, care must be taken throughout the complaints management procedure to ensure that any information disclosed about the

complainant is confined to that which is relevant to the investigation of the complaint and only disclosed to those people who have a demonstrable need to know it for the purpose of investigating the complaint.

vii. Responsiveness

a) Complaints are acknowledged promptly, addressed according to urgency, and the complainant is kept informed throughout the process. This can help prevent dissatisfaction growing or further complaints arising about delays. Where a delay is unavoidable, the complainant should be kept informed of progress and told when an outcome can be expected.

viii. Remedy - The municipality must provide a remedy to the complainant in cases where the investigation report indicated that a remedy is required. Effective communication during the entire redress process is essential.

ix. Accountability - Accountabilities for complaint management are clearly established, and complaints and the responses to them are monitored and reported to management and other stakeholders.

x. Review

a) The complaint management system must offer opportunities for internal and external review and/or appeal about the Municipality's response to the complaint. The complainant must be informed about this review and/or appeal mechanisms.

b) The Municipality must establish a Complaints Management Committee to deal with complaints and feedback. Such complaints and feedback must be incorporated into the Municipal Complaints Register.

xi. Continuous improvement - Complaints should be a source to trigger improvement within the Municipality.

5. OUR VALUES

To achieve customer service excellence, it is necessary that ZDM employees have a common set of values that will guide their interaction with customers. As an organization, ZDM will remind employees that

there must be a commitment to the following values that will guide our interactions with customers:

- **Integrity:** in doing the right thing even if no one is looking.
- **Service:** to provide a meaningful experience to the people we serve and support.
- **Transparency:** to increase engagement and to be emotionally involved and committed to serve our community.
- **Responsibility:** to serve our customers with integrity.
- **Reliable:** to carefully manage the relationship we develop with our customers.
- **Empathy:** to promote high commitment and cooperation.
- **Accountability:** to take responsibility to honour commitments we have made.
- **Fairness:** through open communication using our web-based customer care management system (SIZA) which facilitates constructive conversation with our customers.

6. BATHO PELE PRINCIPLES

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:

- i. **Access:** Equitable access to integrated service delivery;
- ii. **Openness and Transparency:** Creating a culture of collaboration.
- iii. **Consultation:** Listening to the needs and problems of citizens.
- iv. **Redress:** Apologising when necessary and finding speedy solutions when possible.
- v. **Courtesy:** Services offered with courtesy and consideration.
- vi. **Service Standards:** Anticipating needs and informing citizens of

the level and quality of service they can expect.

- vii. **Information:** Complete, accurate information about the municipality and its services; and
- viii. **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.

7. THE IMPORTANCE OF CUSTOMER CARE

In practice, good Customer Care includes:

- i. A customer must be able to contact the municipality easily, reaching the correct department to handle its request or enquiry.
- ii. 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.
- iii. A customer should be assisted in their language of preference in accordance with the municipality's Communication and Language Policy.
- iv. A municipal member of staff should identify him- or herself by name when communicating with a customer, listen attentively and respond appropriately.
- v. Providing customers with relevant, accurate and up-to-date information, including an explanation when a service is not available.
- vi. Once a complaint, request or enquiry has been received, prompt action should be taken, and a clear response should be given to the customer.
- vii. In the case of on-going 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; and

- viii. In case of dissatisfaction, a customer should be explained the procedure for lodging a complaint, including relevant contact details.

8. CUSTOMER CONTACT

- i. Customers want accessible, efficient, and responsive services and the Zululand District Municipality will strive to meet their demands.
- ii. Customer contact will be dealt with by means of the following:
 - a) Face-to-face.
 - b) Meetings.
 - c) Telephone.
 - d) SMSs.
 - e) Letters.
 - f) Notices.
 - g) E-mails.
 - h) Posters.
 - i) Roadshows.
 - j) Loud hailing.
 - k) Local Radio Stations.
 - l) Social Media; and
 - m) ZDM Website
 - n) Councillors and Traditional Leaders

9. ROLES AND RESPONSIBILITIES OF THE MUNICIPAL MANAGER

The Municipal Manager shall:

- i. Ensure that the Municipal Complaints Register, is managed, updated, and monitored.
- ii. Ensure that a 3-year Service Delivery Plan is developed with proposed recommendations for interventions to improve service delivery.
- iii. Refer complaints meant for Sector Departments and/or other organizations.
- iv. Ensure that the appointed official records complaints using the complaint form and prepares a monthly progress report.

- v. Nominate representative to sit in the Complaints Management Committee.

The frontline service staff must: -

- i. Receive and refer a complaint to the relevant units.
- ii. Ensure that the complaints are recorded in the Complaints Management Register to allow for the necessary follow up.
- iii. Provide reports on all received complaints using the Municipal reporting format and ensure inclusion in the Municipality Complaints Register.

10. HANDLING OF COMPLAINTS

- i. Officials handling complaints must be independent of the issue of the complaint and the Municipality must ensure that officials dealing with complaints undergo security screening.
- ii. To protect confidentiality and privacy, officials involved in complaints resolution must ensure that information is restricted only to those affected by the complaint.
- iii. When necessary, a sensitive complaint that may need to be disclosed to others, must be clarified and consent to do so be secured from a complainant.
- iv. Where conflict of interest arises for an employee involved in the receipt or management of a complaint, the relevant supervisor must be informed, and alternate arrangements be made to deal with the complaint.
- v. Requests by complainants to remain anonymous must be always respected.
- vi. Action must be taken on anonymous complaints and feedback publicized through various Municipal media channels.

11. ESTABLISHMENT OF COMPLAINTS MANAGEMENT COMMITTEE

- i. The complaints management committee shall be established in line with the contents of Section 79 of the Municipal Structures Act, 1998;

- (a) Office of the Municipal Manager;
 - (b) Office of the Municipal Speaker;
 - (c) Representatives from each Municipal Department;
 - (d) Members of the Rapid Response Teams;
 - (e) Municipal Legal Services; and
 - (f) Neutral community representative
- ii. The Committee's main objective is to oversee the effective management of complaints and need not be a stand-alone committee but can form part of other committees that deal with quality improvement such as Municipal Rapid Response Team.
 - iii. The Terms of Reference of such combined committees must indicate in detail the functions the Committee will be performing regarding the management of complaints.
 - iv. The Municipality may opt to extend the roles and responsibilities of existing committees to include management of complaints. Where this is opted for, the terms of reference must be revisited to incorporate the function.

12. ROLES AND RESPONSIBILITIES OF THE COMPLAINTS MANAGEMENT COMMITTEE

The Committee shall perform the following functions: -

- i. Oversee all complaints received by the Municipality including feedback provided.
- ii. Ensure effective and efficient management of the Municipalities Complaints Register.
- iii. Provide input on complaints reports received; and
- iv. Ensure compliance with this Policy and any other Complaints policies and guidelines.

The committee shall meet quarterly to track progress on all complaints affecting operations of the Municipality.

13. RELATED POLICIES

The following documents are related to this policy:

- i. Communications and Language policy

14. IMPLEMENTATION OF POLICY

This policy will be implemented by the Municipal Manager, Management, frontline workers as well customer care officials to ensure compliance.

15. POLICY REVIEW

- i. The Municipal Manager together with Management team shall review this policy annually to ensure its continual suitability, adequacy, and effectiveness.
- ii. Customer Care Officials shall ensure that necessary information is collected to allow the Municipal Manager to do proper evaluation.
- iii. Management review shall address the possible need for changes to policy, objectives and other elements of the customer care management system considering customer care audits results, changing circumstances and the commitment to continuous improvement.

16. POLICY ADOPTION

Approved by Council on this date.....25th.....of
FEBRUARY.....2022.

COUNCIL RESOLUTION NO:

ZDMC: 22/63



**RN HLONGWA
MUNICIPAL MANAGER**