



KSAC CUSTOMER SERVICE CHARTER

STRATEGIC INTENT

Mission	To meet the local needs of the citizens of Kingston and St. Andrew by providing effective and efficient services to enhance the quality of life		
Vision	To be recognised as the leading innovative local authority in Jamaica by 2015 and beyond, with professionalism, transparency and integrity as our hallmark.		
Core Values All KSAC Staff, Councillors and Representatives...	INTEGRITY ...should not place ourselves under any financial or other obligation to outside individuals or organisations that might seek to influence us in the performance of our official duties.	TRANSPARENCY ...should be as open as possible about all the decisions and actions that we take. We will give reasons for our decisions and restrict information only when the wider public interest clearly demands.	PARTNERSHIP ...must agree to work with each other and stakeholders in an effort to improve Kingston & St. Andrew and the lives of people who live and work here.
	PROFESSIONALISM ...must adhere to ethics, high standards of conduct and the law.	ACCOUNTABILITY ...are accountable to the public for our decisions and actions and we must submit to whatever scrutiny and consequence that are appropriate to our office.	MUTUAL RESPECT ... must demonstrate proper regard for the dignity of person or position.
STRATEGIC OBJECTIVES			
CITIZENS Putting the citizen first, providing opportunities and development for them as individuals, parents, employees, employers and investors	COMMUNITY Prioritising the use of physical space for living, recreation and business purposes	COUNCIL (ADMINISTRATION) Ensuring that the administration has the requisite resources (human, financial, operational and technological) and the commitment to improve productivity and performance in service delivery	CASH Facilitating increased prosperity for all through income generation; budgetary management; securing value for money and the creation of an entrepreneurial eco system that supports business at each stage of development.

Here to Serve

The Kingston & St. Andrew Corporation is committed to designing and delivering services around the needs of those we serve. Here is what our citizens, customers and service users can expect from us.

Our employees and representatives will be...

- open, responsive and accountable
- friendly and courteous at all times
- citizen-focused, actively seek feedback from customers
- trustworthy, respecting the privacy of others

Customers will receive the same level of service and responses across all channels: on the phone; in-person; via the website; and by email.

Service Standards

FACE-TO-FACE

When customers visit our offices, we will not keep customers waiting unnecessarily and will try to resolve queries on the spot. Where appropriate / possible we will provide private meeting rooms so that queries can be dealt with in a confidential manner.

APPOINTMENTS

- Appointments will be arranged for customers to see specific officers within **5 working days**
- Customers with appointments will be seen **within 10 minutes** of agreed time
- Customers will be **notified at least one hour** before the appointed time if, for any reason, the Officer is unable to keep the appointment.

TELEPHONE

- All calls will be answered personally in a fast and professional manner within three (3) rings.
- Callers will not be put on hold for more than **one minute**

WRITTEN CORRESPONDENCE (INCLUDING EMAIL)

We will respond to written requests within five (5) working days. If we are unable to respond fully within that time we will send an acknowledgement to the customer outlining progress made and the reason for delay.

ONLINE

Queries or comments that are made via the website will be responded to within 48 hours by email, telephone or letter as appropriate.

FORMS AND LEAFLETS

All forms or publications by the KSAC will be written in plain English and be free from jargon except where required to discuss technical details.

APPLICATIONS, MANAGEMENT & DATA AUTOMATION SYSTEM (AMANDA)

- Customers seeking information on requirement for making application for subdivision planning and building approval will not interface with **more than two persons**
- Pre-consultation meetings are arranged based on availability of commenting agency **not exceeding 10 days**
- Assistance is provided to customers completing application **within 30 minutes**
- Assistance is provided to customers in receiving and tracking their requests **within 10 minutes**

MEETINGS (INTERNAL & EXTERNAL)

Public meetings will be organized to accommodate the majority of stakeholders. We will use a variety of media to ensure that discussions and decisions are shared publicly.

COMPLAINTS HANDLING POLICY

The KSAC is committed to resolving complaints promptly and effectively. We will ensure that:

- complaints are dealt with quickly, effectively and in a fair and honest way
- the complaints procedure is accessible
- the lessons learned from complaints help to drive forward service improvements

Our 3 Stage Complaints Procedure

Stage 1 – Frontline Resolution

All frontline members of staff are responsible for and authorised to handle customer complaints.

We aim to provide an immediate response. However, when this is not reasonably possible, for example where additional information is required, a response will be furnished within [5] working days. In the case of written complaints or those received electronically, we will acknowledge receipt of the complaint within 48 hours. The acknowledgement will inform the complainant who is dealing with their complaint and who they should contact if they want more information.

Stage 2 – Investigation (Department Level)

Issues will be escalated to **stage 2** when:

- Frontline resolution was attempted, but the customer remains dissatisfied
- Customer refuses to engage with the frontline resolution process
- The issues raised are complex and require detailed investigation
- The complaint relates to issues that have been identified as serious or high risk / high profile

At this stage, complaints will be acknowledged within 2 working days and a full response provided within 10 working days by the Head of Department or the Town Clerk as appropriate.

Stage 3 – Independent Review

In exceptional circumstances when a complaint cannot be resolved internally, it may be subject to an independent review led by an external agency or individual. The timeframe for response will vary according to complexity; however the KSAC aims to provide a full response and resolution within 20 working days.

CUSTOMER / CITIZEN (SERVICE USERS) RESPONSIBILITIES

Customers play a key role in deciding how well the service works and the level of service they receive. We therefore ask that our service users:

- Provide accurate information
- Quote reference numbers, where available, in all correspondence and communications with the KSAC
- Understand terms and conditions of schemes before filling out applications/forms and provide all necessary supporting documentation
- Provide contact details including, if available, a daytime telephone number or email address in all correspondence
- Stick to closing dates
- Respond to requests for additional information
- Inform the KSAC of any changes in circumstances which may have a bearing on a decision made by the Council
- Make appointments for matters of a complex nature so that staff will be able to prepare as needed
- Treat staff with the same courtesy and cooperation you would like to receive
- Do not intimidate or threaten staff

Unreasonable Complaints

There will be times when despite the Council's best effort, complainants will make repeated demands that the KSAC reconsiders the outcome of a complaint. In such cases, the Corporation will take appropriate steps to ensure the safety of staff and guard against service disruptions for other users.

These actions may include:

- requesting contact in a particular form (e.g. letters only)
- requiring contact to take place with a named Council employee only
- restricting telephone calls to specified days and times
- placing time limits on telephone conversations and personal contact
- banning a complainant from attending some or all of the Council's premises
- asking a complainant to enter into a written agreement about his/her future contacts

The above remedies will be issued in writing to the complainant and must originate from a service head or senior manager. A copy of the complaint must be addressed and sent for the Mayor's attention.