**Procedure 5.13.1 Recording customer requests**

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<tr>
<th>Department</th>
<th>Community Relations and Leisure</th>
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<td>Responsible Officer</td>
<td>Group Manager</td>
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**Introduction**

This procedure deals with the handling of customer requests. The aim is to ensure that all customer requests are recorded in an appropriate and accurate manner and then forwarded to the correct Council staff member for action or information.

**Standards**

Customer requests shall be recorded in Council’s document management system (TRIM) as a “Customer Request” (CRM).

Customer Requests are generally received as a telephone call through Council’s Call Centre or over the front counter.

When a Customer Request is received, the Council staff member must record the request against the appropriate CRM in every case. The CRM must be completed with as much information as possible. Minimum required information will be marked as “mandatory” at the time the CRM is created.

Note: If the customer is not listed on Council’s Names and Addresses Register (NAR) but is a resident of the shire then the customer is to be added. If the customer is from out of the area and is unlikely to be a further customer of Council, then the request will be placed against Unknown, unknown.

The customer can be supplied with the “Request Number” at the time of taking their request.

**Actioning of tasks**

Each CRM has an automatic workflow already set up, along with a set time frame for action. This means that the request will be forwarded automatically to a Council officer who is responsible for that particular CRM. For instance, a barking dog CRM will be automatically be forwarded to a Ranger; a complaint about a neighbouring overgrown property will be forwarded to the relevant Environmental Health & Building Surveyor; etc.

If the task is not actioned within the stipulated time frame, a task is then automatically forwarded to the relevant Manager.

If the task is still not actioned, then a task is automatically forwarded to the Group Manager.

**Following-up on request**

Where appropriate, the responsible Council officer will notify the customer (either in writing or by a phone call) of the action taken in regard to their request.

**Managing Anonymous Customer Requests**

Customers can make anonymous requests to Council. These requests, however, can be difficult to investigate (often staff need to obtain more information from the person making the request) and for obvious reasons it is impossible to contact the person making the request and communicate the findings of Council.
Council will not normally investigate anonymous requests unless the issue places public safety at risk or raises a serious matter and there is sufficient information in the request to carry out an investigation.

Confidentiality and Privacy

Council staff and Councillors must abide by the Local Government *Privacy and Personal Information Protection Act 1998*. Access to certain information held by Council can be made in accordance with Council’s GIPA Policy.