

SOUTH AUSTRALIAN COUNTRY FIRE SERVICE

PREPAREDNESS OPERATIONS

CUSTOMER SERVICE CHARTER

Our Customer Service Commitments

The Directorate of Preparedness Operations is committed to ensuring that you receive quality service, quickly and courteously. We know that you – our customer – can monitor our performance, provide feedback on how we measure up and make sure we deliver on our undertaking.

We also ask that you understand that our people are members of a frontline emergency service and that our undertaking and commitments may vary during operational periods. We ask that you understand that operational agency matters take precedence and may affect some of the time frame commitments below, however we will endeavour to keep you informed of any potential delays.

Fees and Charges

Fees and charges apply under legislation to a number of Preparedness Operations services. Customers are encouraged to contact us to ascertain what, if any, fees and charges may apply and the payment arrangements available.

Redress

Where you believe that Preparedness Operations has not met one of the undertakings set out in this Charter, you are encouraged to:

- Contact the responsible Officer in the first instance; and if not satisfied with the outcome
- Contact the appropriate Manager, or the Director Preparedness Operations.

Whilst a complaint may be initially lodged at any level, it can be dealt with more quickly if it is lodged with the person nearest the source of the complaint in the first instance.

1) General Complaints

- If a customer has a complaint about the service we have provided we will ensure an appropriate investigation is undertaken and a considered response provided.
- We will acknowledge a complaint within five working days and try to resolve complaints within 20 working days.
- If we have made a mistake, the customer will receive a written apology and advice concerning actions taken.
- Preparedness Operations will keep a record of complaints received and actions taken, with due regard to protecting the privacy of customers and staff.
- Complaints must be in writing - anonymous complaints are not supported.

2) Complaints concerning Preparedness Operations personnel

- The rights of both the customer and staff member will be observed.
- Complaints concerning a particular individual's attitude or actions will be referred to firstly to the individual's line Manager for attention. Secondly, the individual will be advised of the details of the complaint and will be requested to respond to the complaint.
- The Manager / Director, will take into account the response received and advise the complainant and employee of the outcome.
- Serious complaints will be directed to the Director, Preparedness Operations for appropriate action.

3) Compliments Received

- Compliments received will be referred to the appropriate Manager and / or Department and any staff member involved.
- A copy of the letter of compliment may be kept in the employee's personal files.

SACFS PREPAREDNESS

OUR UNDERTAKINGS

Answering incoming phone calls	We will answer 75% of calls within one minute* and all calls will be answered by a CFS staff member or pager messaging service operator
Operator Assisted Answering Service Pager messages	We will respond to Operator Assisted Pager messages within two working days
Answering correspondence	We will respond to emails and letters within 10 working days of receipt
Complaints	We will acknowledge complaints within five working days of receipt and will address complaints within 20 working days
Regulation 28/45 Assessments	We will complete 100% of Reg 28/45 Assessments within 15 working days of receipt.
Regulation 83/103 Assessments	We will acknowledge all applications and contact the applicant to arrange scheduling of Reg. 83/103 Assessments within 10 working days of receipt.
Residential Referrals & Bushfire Attack Level Assessments (BAL)	We will acknowledge and request additional information on all assessments within 10 working days. We will aim to complete 100% of referrals and BAL assessments within 30 working days.
Requests for Meetings	We will acknowledge meeting requests within five working days of receipt.
Variation Requests	We will complete 75% of variation requests within 10 working days of receipt.
Permit Issuing	We will acknowledge permit requests within two working days.

It is important to note that scheduled site visits cannot occur if access is restricted (e.g. locked gates, unsuitable tracks for our vehicles), sites are not marked, or other undisclosed hazards are present. In cases where Preparedness Operations personnel attend a property for a scheduled visit and are unable to complete the task due to access or other property issues, the timeframes listed above will not apply.

*In the event you cannot talk to a CFS Officer, all calls are answered by an Operator Assisted Answering Service. Please leave your name and contact details, and we will return your call.



Government
of South Australia

