

CUSTOMER SERVICE REQUEST WORKFLOW

ADMIN 26 – 9th December 2014 – 09/12A/14 Next Review 09/12/2016

Customer

 Customer request received in person or via telephone, email, fax or website

Council Officer

- Customer request communicated to delegated Council Officer in person or via telephone, email or InfoXpert task, with a copy provided to the appropriate Manager/Supervisor and Records Officer where appropriate
- Council Officer to action request as soon as possible in response to water and sewerage requests, within 2 days in response to an animal control request and within 5 days in response to road/general requests

Customer

 Customer contacted with advice of final outcome in person or via telephone, email or letter