
Municipality of Chegutu

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ZIMBABWE

COUNCIL POLICY- CLIENT SERVICE CHARTER

1.1.1 PURPOSE

To provide guidance to staff, stakeholders and clients in relation to the standards of service and the process for making compliments, enquiries, requests and complaints in relation to Council services.

1.1.2 OBJECTIVE

To facilitate consistent standards of service delivery across Council and to provide a mechanism for receiving and processing compliments and complaints.

1.1.3 SCOPE

This policy covers all services provided by Council to all of its STAKEHOLDERS and CLIENTS.

1.1.4 STRATEGIC POLICY

1.1.4.1 OUR VISION

**TO BECOME A COMPETITIVE, COMMUNITY-CENTRED AND ATTRACTIVE INVESTMENT
DESTINATION IN ZIMBABWE BY 2018**

1.1.4.2 OUR MISSION

TO PROVIDE QUALITY MUNICIPAL SERVICES AND INFRASTRUCTURE TO STAKEHOLDERS IN AN EFFICIENT AND EFFECTIVE MANNER THROUGH A COMMITTED WORKFORCE

1.1.4.3 OUR COMMITMENT TO CUSTOMER SERVICE/ VALUES

The Council places great emphasis on the efficient handling of complaints. Our aim at all times is to provide a quality service. We may not be able to provide complete satisfaction but will always be trying for the best possible solution. To achieve this, clients are encouraged to express their complaints so that Council work towards increasing clients' satisfaction and continuously improve our services by responding to complaints as efficiently and effectively as possible. The following values are cornerstones for our services;

- **ACCOUNTABILITY**
- **TRANSPARENCY**
- **INTEGRITY**
- **TEAMWORK**
- **CITIZEN PARTICIPATION**

1.1.5 TERMS OF REFERENCE

The Municipality of Chegutu is guided by the following key legislative and policy frameworks;

1.1.5.1 Legislation

- 1) Constitution of Zimbabwe (Amendment No. 20)
- 2) Environmental Management Act [CAP 20:26]
- 3) Labour Act [CAP 28:01]
- 4) Public Finance and Management Act [CAP 22:19]
- 5) Public Health Act [CAP 15:09]
- 6) Regional, Town and Country Planning Act [CAP 29:12]
- 7) Urban Councils Act [CAP 29:15]

1.1.5.2 Policy framework

- 8) Millennium Development Goals
- 9) ZIM ASSET

This Clients' Service Charter is in accordance with the requirements of the Chegutu Municipality *Strategic Plan 2014-2018* and outlines our commitment to our clients and stakeholders in accordance with our mission statement and provides a formalised process for making complaints. It outlines clients' rights, liberties, the standards clients can expect when dealing with Council and what they can do if dissatisfied with Council decisions or actions.

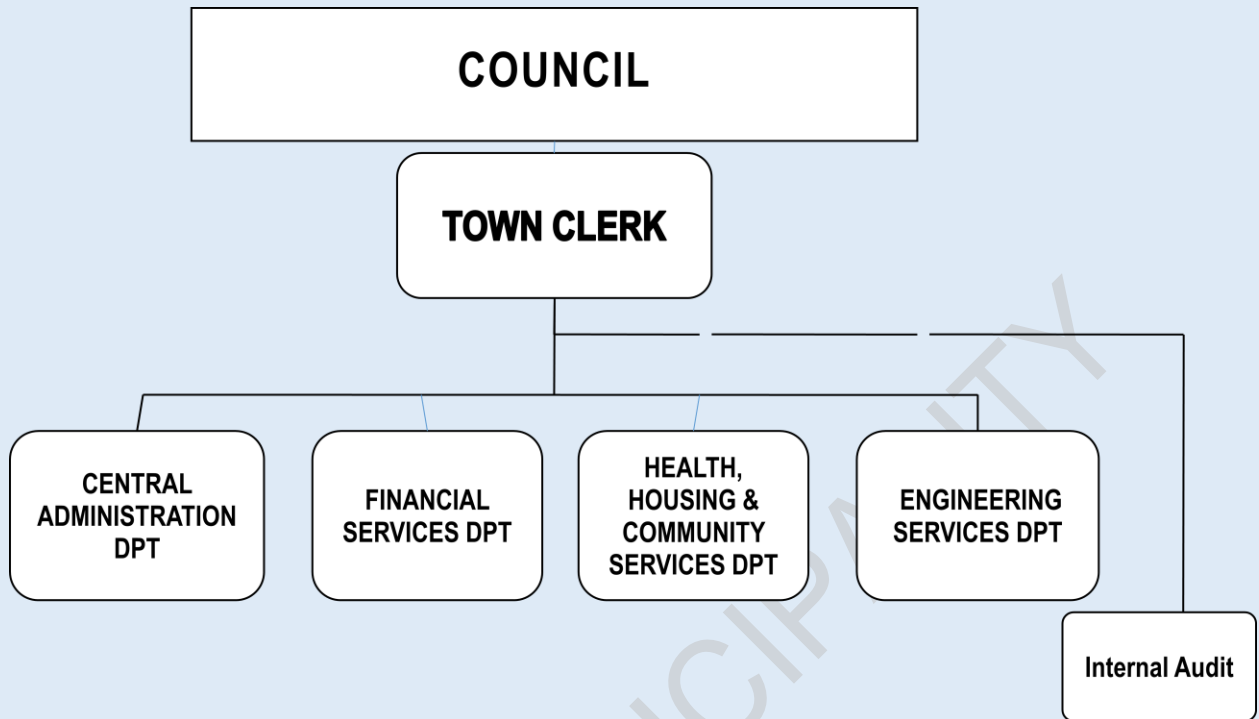
1.1.6 THE MUNICIPALITY'S OVERALL FUNCTIONS

The overall functions of the Municipality of Chegutu are prescribed in the Urban Councils Act [CAP. 29:15], Regional, Town and Country Planning Act [CAP. 29:12], Public Finance Management Act [CAP. 22:19], which include;

1. Installation and maintenance of sewerage and drainage services
2. Provision of water and related sanitation services
3. Provision of roads and transport services
4. Provision of public safety (street lighting, fire brigade, environmental health)
5. Estate development
6. Provision of health and community services
7. Promotion of economic development
8. Provision of town planning and development control
9. Valuation, assessment and rating of properties
10. Environmental management
11. Making of by-laws and regulations
12. Financial management

1.1.7 COUNCIL DEPARTMENTS

1. Central Administration
2. Engineering Services
3. Financial Services
4. Health, Housing and Community Services
5. Town Clerk's



1.1.8 OUR SERVICE STANDARDS

1.1.8.1 What you can expect from Council staff and services:

1. Professional and informative approach
2. Courteous, polite and friendly manners
3. Efficient and effective execution of tasks
4. Listening and responding to your needs
5. Reference of requests to appropriate office if unable to assist
6. All information will be treated with the highest level of confidentiality
7. Acknowledgement and respect for clients' time.
8. Employees are client focused, prompt and responsive

1.1.8.2 When a client visits or telephones the Council

Staff will attend and answer the telephone promptly (WITHIN THREE RINGS), courteously and deal with an enquiry directly without unnecessary referrals or transfers. If staff cannot deal with the enquiry they will provide the clients with the name of the person or agency the request or enquiry should be referred to. If that information is not readily available, staff will request the relevant person or agency to contact the service provider. Telephone calls to Council will be returned at the first opportunity, however where information is not readily available verbal enquiries will be answered within 10 (ten) working days. A client with an

appointment will be attended to within 10 minutes of the appointed time, serve for during emergencies/ emergence meetings.

1.1.8.3 When a client writes or emails

Council will respond to all written requests or enquiries within ten (10) working days. Our response will be either in full, or as an acknowledgement outlining the name of the person(s) handling the matter. Such acknowledgement may be by telephone or in writing as appropriate. All correspondences will be attended to promptly, courteous and written in plain English.

1.1.9 OUR EXPECTATIONS OF THE CLIENTS

To make our obligations client-centred, Council requests clients:

- To exercise responsible citizenry by paying dues to Council
- To be patient and understanding,
- To treat staff with respect and in a civil and courteous manner,
- To provide information that is clear, concise and complete,
- To respect the privacy, safety and needs of other members of the community,
- To phone to make an appointment for a complex enquiry or see a specific officer and
- To phone the officer nominated on correspondence sent to the clients.

1.1.9.1 Abusive Clients

In any interaction with clients, where personal abuse or vulgar language is used, the communication may be terminated immediately by the officer. If face to face, the officer may withdraw from the situation to avoid confrontation, but will immediately notify his/her supervisor. If over the telephone, the officer may politely terminate the call and immediately advise his/her supervisor. If it is email, the address may be blocked with the concurrence of the Town Clerk.

There may be occasions when issue(s) raised by a person cannot be dealt with to their satisfaction and it is not possible for Council officers to continue to respond; or correspondence contains personal abuse or vulgar language is used. In these cases, Council may decide to limit or cease responses to the person. A decision of this nature will be communicated in writing to the person by the Town Clerk or his designate.

If a staff member feels threatened by the language or behaviour of the client, they may notify the supervisor/ human resources/ Municipal police or ZRP, as the case may require.

1.1.10 COMPLIMENTS

Chegutu Municipality welcomes compliments about its staff and the services they provide. Compliments assist us to determine whether we are doing something well and also enhance the morale of staff. If a client would like to pass on a compliment, they may do so by telephone, in person, or in writing. Council appreciates the time you take to make a compliment.

1.1.11 ENQUIRIES AND REQUESTS

All customer enquiries and requests received by staff at Council are dealt with appropriately. Enquiries and Requests can be made by telephone, in person, or in writing.

1.1.12 COMPLAINTS

1.1.12.1 What is a complaint?

A complaint is an expression of dissatisfaction with a decision (outside of a structured process), level or quality of service, or behaviour of an employee or Councillor, which can be investigated and acted upon and has been specifically referred to Council for action. From an operational perspective, a complaint is also an opportunity for Council to review certain processes to see whether they can be improved.

A structured process is where legislation (Act, Regulation, Rule or By-law) specifically makes provision for an appeal, internal or external review of a decision.

1.1.12.2 Complaints Management Process

The Director of each Department of the Council is responsible for handling complaints relevant to that Department. While most problems can usually be resolved at an early stage, there are times when they require detailed investigation. If a complaint is of a very serious nature, it will be referred to the Town Clerk.

Irrespective of the manner in which the complaint was received, a response to the complaint can be expected within ten (10) working days. If a Councillor has submitted a complaint on a client's behalf, we will also respond to the Councillor within ten (10) working days.

There are times when it's not possible to meet this deadline, e.g. where a complaint is a complex one and Councillors are to be briefed on the outcome of the investigations. In these cases we will endeavour to keep the client informed of progress.

1.1.12.3 Form of Complaint

A complaint may be lodged orally (by telephone or at the counter) or in writing. Your complaint will be referred to the relevant Head of Department and may be responded to verbally by telephone, or by meeting with the Director to discuss the complaint, or in writing.

If the complaint relates to a complex matter or there is no resolution from discussing the matter with the relevant Director, the complaint will then be referred to the Town Clerk for consideration, by himself or delegate someone to solve it. At this stage, all complaints should be put in writing setting out the complaint details as simply as possible. If you are unable to provide a written complaint yourself, assistance with writing your complaint can be provided.

To assist Council in dealing with your complaint a customer should include the following, if relevant:

1. Date, time and location of event(s)
2. Explanation of what happened
3. To whom the client has spoken to (names, position in the Council and dates)
4. Copies or references to letters or documents relevant to the complaint
5. State what the client hopes to achieve as an outcome to the complaint.

1.1.12.4 Internal Review

Experience has shown that the majority of complaints will be satisfactorily resolved by the relevant Director/ Head of Department. However, a person who is not satisfied with the outcome may request a review of the complaint by the Town Clerk. A request for a review of the complaint by the Town Clerk should be in writing.

The Town Clerk will inform the client of the findings on completion of an investigation.

1.1.12.5 Consideration of a Complaint

In considering a complaint, the relevant Head of Department or the Town Clerk will:

1. Examine and analyse the information already available and follow up points requiring clarification,
2. Look at the Council policies which might have a bearing on the complaint,
3. Consider whether or not the Council is at fault;
4. Consider any necessary action to be taken to correct the faults identified; and
5. Consider a review of the Council's procedures to avoid recurrence of any similar complaint in the future if necessary.

The relevant Head of Department may enter into informal discussions or mediation on a complaint with a view to resolution. If this process does not resolve the situation it may be referred to the Town Clerk.

1.1.12.6 Vexatious Complaints

All complaints received by Council will be treated with the utmost seriousness, however, if a complaint is found to be malicious, frivolous or vexatious no further action will be taken on the complaint. The client will be informed of this decision in writing.

1.1.12.7 Anonymous Complaints

While Council will receive anonymous complaints, it will generally only act on them where the matter is considered to be serious and where there is sufficient information in the complaint to enable an investigation to be undertaken.

1.1.12.8 Protection of Clients

Council will take all care to ensure that the reporting of complaints will not result in a client experiencing any form of victimisation or retribution as a result of the complaint.

1.1.12.9 What if a client is not satisfied with the resolution of the complaint?

Council is confident that it can resolve the majority of complaints received. However, we understand that it may not be able to satisfy every client on every occasion.

NOTE: Sometimes Councils have to make difficult and complex decisions involving many people and individual clients do not get the outcome they want.

If a complaint remains unresolved or a client is dissatisfied with our process in dealing with a complaint other avenues remain for him to explore which include:

1. Available Judicial Administrative Appeals Process,
2. Contacting of external agencies which can review actions and decisions taken by the Council.

These include:

1. The District Administrator, the Provincial Administrator, Permanent Secretary of the Ministry of Local Government or his/ her Directors or the Ombudsman, who is an officer responsible to Parliament for investigating complaints made about administrative actions (or inactions) or the Administrative Court of Zimbabwe.

While a client is entitled to refer a complaint directly to these bodies at any time, they are also encouraged to allow the Council to investigate the complaint first.

1.1.13 HOW YOU CAN CONTACT US

You can contact us to make an enquiry, compliment or a complaint:

1. In person by visiting Council's Offices at the Town House, Civic Centre, Queen Street, Chegutu from 07.30hrs to 16.30hrs, from Monday to Friday
2. By telephone on the following nos. +263 53 2895/8, 3505, 3711, 2349, 2286 during the hours of 07.30hrs to 16.30hrs, Monday to Friday.
3. By Email to chegutumunicipality@gmail.com
4. By Internet through the Council Web-site at www.chegutumunicipality.co.zw (not yet activated, work in progress)
5. After normal working hours, the following officials can be contacted;
 - Mayor – 0776 619 828
 - Town Clerk – 0712 432 634
 - Chamber Secretary – 0772 432 277
 - Director of Finance – 0776 521 111
 - Town Engineer – 0773 807 303
 - Director of Housing – 0717 624 296
 - Your ward/ area Councillor

1.1.13.1 REPORTING

The Town Clerk is to provide Council with a report of cases/ complaints that he may consider being of a very critical nature received at the next full Council sitting.

1.1.13.2 AVAILABILITY

This Client Service Charter is available:

1. For public inspection at the Council Office/ reception during normal office hours,

2. On the Council's web-site free of charge, and
3. From the Council offices, for a prescribed fee.

1.1.14 REVIEW

This Client Service Charter will be reviewed at least once every two years or as and when the majority of Chegutu Municipality stakeholders and clients mutually agree on the necessity of such action through established formal communication channels.

1.1.15 OTHER

1.1.15.1 Policy Endorsement

Responsibility: It is the responsibility of the Town Clerk or his designate to keep a register of formal complaints received by Council.

It is the responsibility of the Chamber Secretary/ Director of Central Administration to co-ordinate review of this client service charter in accordance with laid down operating procedures.

Reference: Item Resolution

Strategic Plan: 2014-2018

Reference: Formulate policy that is equitable, inclusive and responsive to current needs, and ensure decision-making is informed and accountable.

MAY OUR NOBLE EFFORTS TO IMPROVE OUR COLLECTIVE SOCIO-ECONOMIC WELFARE FIND GENUINE RELEVANCE WITH EVERY ONE OF US!

A. Mandigo
TOWN CLERK

L. Gwanzura
HIS WORSHIP, THE MAYOR