



**KANNALAND**  
MUNISIPALITEIT | MUNICIPALITY

## **DRAFT CUSTOMER CARE POLICY – KANNALAND LOCAL MUNICIPALITY**

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### **1. PURPOSE**

To establish a strong, transparent, and trust-based relationship between the municipality and the community through excellent customer service and responsive communication and accountability in all municipal interactions with the community.

### **2. GUIDING PRINCIPLES**

- Transparency
- Responsiveness
- Accountability
- Professionalism
- Community Empowerment

### **3. LEADERSHIP AND MANAGEMENT COMMITMENT**

- Municipal leadership and senior management will commit to building and maintaining a culture of responsiveness, courtesy, and respect in all interactions with the public.
- Regular training and performance monitoring will ensure effective service standards.

### **4. RESPONSE TIME TO PUBLIC INQUIRIES**

- All service requests, complaints, and inquiries must be acknowledged within 48 hours.
- A full resolution should be provided within 5 working days unless otherwise communicated.

## **5. COMMUNICATION STRATEGY**

- The municipality will communicate regularly with the community through:
  - Community meetings
  - Local radio and newspapers
  - Municipal website and social media
  - Posters and public notices

## **6. SERVICE DISRUPTION COMMUNICATION**

- Planned interruptions must be communicated 48 hours in advance via multiple channels.
- Unforeseen disruptions will be communicated within 2 hours of confirmation.

## **7. BEST PRACTICES IN SERVICE DELIVERY**

- Benchmarking service delivery against leading municipalities.
- Annual customer satisfaction surveys.
- Regular community report-back sessions.