

YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want;
- We promise to consider your views when setting our service standards;
- Inform us if you are not satisfied and are unhappy with our service delivery; and
- Give us your comments so that we can improve our service.

WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various issues including input and co-operation we receive. We therefore request you to:

- Be honest, polite and patient;
- Be timely in providing required and accurate information to the section;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

When you communicate with us, please provide the following information:

- Your full name
- Postal address/ email address/ telephone number/fax number
- Provide a clear description of your particular concern/s or need/s
- Keep a record of the issue at stake and the person in our section whom you dealt with as well as the date and the time of the communication to improve our services.

FEEDBACK, COMMENTS AND COMPLAINTS

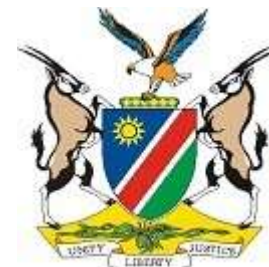
If you have any comment, suggestion, feedback on the activities or services of the Section you should contact us at:

Senior Public Relation Officer
Hardap Regional Council
Hendrik Witbooi Auta !anseb Building
Private Bag 2017
Mariental
Namibia

Phone: +264 63 24 5836

E-mail: pro@hardaprc.gov.na

- If you are not satisfied with the response from the section you may take the matter up with the Deputy Director: Administration.
- If still not satisfied with the response or action taken you may take the matter up with the Director: Finance and Administration.
- Should you still not be satisfied with the response or action taken you may approach the Office of the Chief Regional Officer.
- Should you still not be satisfied you may approach the Office of the Executive Director: Ministry of Urban and Rural Development;
- Should you still not be satisfied you may approach the Office of the Prime Minister.
- If still not yet satisfied you may approach the Office of the Ombudsman.



HARDAP REGIONAL COUNCIL

CUSTOMER SERVICE CHARTER



DIRECTORATE OF FINANCE AND ADMINISTRATION

DIVISION: ADMINISTRATION

SUBDIVISION: AUXILIARY SERVICES

SECTION: PUBLIC RELATIONS AND MEETINGS

The Section is responsible for serving as a link between the Council, Media, Stakeholders and the Public.



THIS CHARTER

- Outlines the services we provide (What we do)
- Defines who are our Customers
- Reflects our commitments
- Sets standard of services that you can expect from us at all times
- State what we will do if you contact us
- States that your views count
- Indicates what we ask of you
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service

WHAT WE DO

- Disseminate information
- **Produce Council's publications**
- Respond to media queries
- Update the council website and social media pages
- Promote the image of the Council
- Invite media to cover Council events
- Monitor media reports about the Council
- Manage Media Relations
- Coordinate and cover all official engagement and events

OUR CUSTOMERS

- Regional Councilors
- Staff members
- The Media
- General Public

OUR COMMITMENT TO YOU

Our commitment to our customers is the provision of accurate and timely information services. We strive to execute our duties within the following guiding values:

- ✓ **Fairness** Ensure services are available and provided to all, and that development is equally provided in all constituencies.
- ✓ **Accountability** The council shall accept full responsibility and to be answerable for all our actions.
- ✓ **Integrity** The Regional Council's Leadership and Officials will act with loyalty and honesty in all dealings with all stakeholders.
- ✓ **Responsiveness** The Regional Council recognises that time is precious and commit to deliver fast and efficient services.

OUR SERVICE PROMISE/STANDARDS

We will:

- Disseminate public information at all times;
- **Produce Council's publications on a quarterly basis;**
- Respond to media queries within one (1) working day;
- Monitor media reports about the Council on a daily basis;
- Invite the media to cover Council events when the need arises;
- Continuously update the Council website and social media pages;
- Promote the image of the Council at all times;
- Coordinate and cover all official engagement and events when the need arises;

WHEN YOU CONTACT US

If you phone us

- We will answer to your call within 3 rings;
- We will return your call within 2 days if we can't provide an answer immediately.

If you write to us

- We acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

If you visit us

- We will attend to you within 5 Minutes if you have an appointment with us;
- We will respond to your questions while you are with us, if we cannot we will let you know why, and when you can expect an answer;
- If you need referral, we will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.