

Customer Care Service Standards

Correspondence

Customer Care Generic Standards						
Service Delivery Standards						
Key Support Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Written correspondence	100%	Acknowledge receipt of correspondence	Customer Care staff	DSD	Within 3 working days	100% of written correspondence from customers will be acknowledged within 3 working days of receipt of written correspondence
	100%	Respond to general written enquiries (letters/ e-mails) accurately and clearly	Senior Managers	DSD	Within 14 days	Within 10 days we will answer 100% of all written correspondence from customers accurately and clearly
Telephone Calls	100%	Answer telephone calls with a standard greeting	Customer Care staff	DSD	Within 5 rings	We will answer 100% of telephone calls from customers within 5 rings with a standard greeting – "Department of Social Development, good day, XYZ speaking, how may I help you?"
Official Language	3 Official languages	Endeavour to serve customers in their preferred language of choice	Customer Care staff Senior Managers	DSD	Daily	We will always endeavor to: (i) Render our services to customers in the preferred languages of the customer at service delivery sites (ii) Translate all strategic documents in the three official languages of the Western Cape

Complaints Management

Service Delivery Standards							
Key Support Services	Complaints/ Enquiries	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
	Complaints / Enquiries	100%	Acknowledgement of written complaints / enquiries:	Customer Care staff	DSD	Within 48 hours	A letter of acknowledgement will be sent to the customer within 3 working days to 100% on receipt of a written complaints/ enquiry wherein we will explain the process we will undertake to deal with the complaint/ enquiry
		100%	Referral of complaints/enquiries	Customer Care staff	DSD	2 working days	100% of complaints/enquiries will be referred to the responsible office within 2 working days of receipt
		100%	Respond fully to written complaints / enquiries received from: Presidential Hotline Office of the Public Protector Office of the SA Human Rights Ministerial enquiries/ complaints	Senior Management	DSD	Within 7 days	We will respond fully to 100% of written complaints/ enquiries received from customers within 7 working days.

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Service Delivery Standards						
Key Support Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Complaints register	100%	Compliant with feedback reports	Customer Care Officers	Local Offices	Daily	100% of local offices will have a complaints register in place wherein all complaints are recorded as per the complaints procedure contained in the Customer Care Manual
Suggestion Boxes	100%	Aligned to branding and Customer Care Manual	Customer Care Officers	Local Offices	31 August 2014	100% of Local Offices must have a lockable suggestion box in place by 31 August 2014 Suggestion boxes must be dealt with once a week as per the complaints procedure contained in the Customer Care Manual

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Front Office Reforms

Customer Care Generic Standards							
Service Delivery Standards							
Key Support Services	Front Office Reforms	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
	Employee Name Tags	100%	Branded name tag	DSD staff	DSD Offices	During working hours	100% employees will wear their name tag by which they could be positively identified by customers during working hours at all DSD offices All newly appointed officials must be issued with a nametag within 3 months
	Service Charter	100%	Aligned to Provincial branding	Regional Directors	DSD front offices	Daily	Service Charters must be in line with Provincial branding guidelines and will be displayed in the front office area most visible to customers
	Reception desk	100%	8 hours per day	Customer Care Officers	Local Offices	7h30 – 16h00	Reception areas will be manned during the working hours from 7h30 to 16h00 at all local offices
	Photo display	100%	Communication protocol	Customer Care Officers	Local Offices	Daily	Photos of the political office bearers for the RSA should be displayed in the front office on the feature wall in the reception area of all local offices.

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Key Support Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Front Office Reforms	100%	Attended to by competent employees	Front Office staff at region and local offices	At all region and local offices	Within 15 minutes of arrival	100% of customers will be attended to by competent employees within 15 minutes of arrival at all Local Offices
Attendance to customers at regional and local offices	100%	All offices comply with comfort & cleanliness minimum standards ito following: - Sufficient chairs - Water dispenser with clean cups - Access to ablution facilities	Regional Managers	DSD	31 March 2016	100% of Offices will comply with minimum norms & standards for front office reforms as contained in the Customer Care Manual by 31 March 2016 Regional Office must develop/ revise an annual implementation plan to comply and report on front office reforms
Comfort & Cleanliness						

Customer Care Service Standards

Training and Development		Service Delivery Standards				
Key Support Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Customer Care Personnel	100%	Treat customers with dignity, respect, humanity and courtesy	Staff in the Department	DSD	Daily	100% of officials will always treat customers with dignity, respect, humility and courtesy at all places where there is interaction
	100%	Provincial Values Batho Pele Principles Code of Conduct Dress code of the Department	Staff in the Department	DSD service delivery sites	Daily	All officials of DSD will always be presentable and behave professionally at all service delivery areas
	100%	Work Place Skills Plan for customer care staff in DSD	Regional Director	At service delivery sites	Annually	100% of Regional Offices must have a developmental plan for customer care officials as per the approved WSP for customer care 100% officials must be capacitated to annually adequately deal with or refer matters to relevant officials

Customer Care Service Standards

Governance matters		Service Delivery Standards				
Key Support Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Reporting	100%	Aligned to the Customer Care Strategy	Regional Directors	Regional Offices	Quarterly	100% of Regional Offices will report quarterly on the implementation of customer care matters in their areas of responsibility regarding: (i) Complaints and enquiries (ii) Front office reforms (iii) Workplace skills plan (iv) Thusong mobile/ stakeholder development
Registering of complaints and enquiries	100%	Aligned to the Customer Care Manual	Regional Directors	Regional Offices	Daily	100% of all complaints and enquiries must be captured on the approved call center system as from 1 April 2014
Operational planning	100%	Aligned to the Customer Care Strategy	Regional Directors	Regional Offices	Annually	Regional Directors must ensure that the customer care operational plans are aligned to the approved Customer Care Strategy and that is properly resourced