

Services

The Flinders Ranges Council provides programs and services such as:

Community events
Hall hire
Playgrounds
Swimming pools
Parks and Gardens
Animal control and education
Traffic management
Car parking
Legislative compliance
Permits
Roads
Landscaping and vegetation maintenance
Cemeteries
Water transfer stations
Town planning and building development
Stormwater management
Community Wastewater Management Systems
Footpaths
Environmental health services
Visitor Information Centre
Community safety
Citizenship ceremonies
War memorials
Sports and recreation
Advocation and access to Government
Airstrips and aerodromes
Public amenities
Community spaces
Arts and culture
Community grants
Tourism services and attractions
Dog parks
Information bays
Waste management



How to make a compliment, comment, enquiry or complaint:



Access our website at www.frc.sa.gov.au and download the FRC Request Form or FRC Council Appreciation form



Visit our main administration office at 1 Seventh Street, Quorn or the Hawker outlet at Hawker Motors, Wilpena Road, Hawker and staff can provide you with the correct form.



Telephone our main administration office on (08) 8620 0500, and choose option 1 for administration, 2 for works depot and 3 for visitor information.
For out of hours emergencies call 0428 486 031



Send us an email at council@frc.sa.gov.au



Write to us at The Flinders Ranges Council, PO Box 43, Quorn SA 5433



Follow us at on Facebook at <https://www.facebook.com/Flinders.Ranges.Council>

Ombudsman SA

The Ombudsman SA is an independent office that has comprehensive power to investigate complaints made in relation to Local Government. Customers have the right to contact the Ombudsman SA at any time if they are dissatisfied with an action or inaction of The Flinders Ranges Council. For more information and contact details go to <https://www.ombudsman.sa.gov.au/>



Customer Service Charter



CUSTOMER EXPERIENCE

> We are:

- Community focused.
- Respectful, friendly, trustworthy, approachable and empathetic in our dealings.
- Understanding of our customers, community and visitors.

> We aim to:

- Be efficient, consistent and reliable in our service delivery.
- Be professional in all of our dealings.
- Be respectful and respected.
- Provide accurate information.
- Communicate proactively.

Our staff have the right to work in a safe and respectful environment. Abuse of any kind toward staff is unacceptable and will not be tolerated.

**Consistent and
quality customer
focused services**



CUSTOMER RESPONSE TIMES

Enquiry / Method	Target Response Time	Enquiry / Method	Target Response Time
Incoming phone call	80% of calls within five (5) rings	Response/update to letter by post	Within a maximum of 10 business days
Returning phone call to customer	80% same day, 100% within 24 hours*	Works Request	Input into system within one (1) business day and response/update within 10 working days
Email receipt acknowledgement - addressed to Council generic email	Within three (3) business hours**	Dog complaints - attacks or at large	Within one (1) hour ***
Email receipt acknowledgement - addressed to officer direct	Within 24 business hours* **	General animal complaints	Within three (3) business days
Response/update to email	Within a maximum of 10 business days * **	Food / Health complaints	Within three (3) business days
Acknowledgement of receipt of letter by post (if required)	Within a maximum of five (5) business days	S7 Searches	Within eight (8) clear business days

* In the event a Council Officer is on leave this may not be possible. An automated "out of office" mail response would constitute Council's acknowledgement.

** Emails or letters considered to be unsolicited material may not receive a response

*** During business hours and dependant on trained staff being available