COMMUNICATIONS, SOCIAL MEDIA & CUSTOMER CARE POLICY FOR 2026/2027 FY

MBHASHE MUNICIPALITY

ilifa lethu elixabisekileyo liyinkqubela

APPROVED BY:

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MUNICIPAL MANAGER

DATE: 20/06/2026

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1. PURPOSE OF POLICY

This Communication Policy sets out the rules, processes and procedures on how communication will operate within the municipality. This Communication Policy will serve as the framework when developing a communication strategy for the municipality's communication strategy, which is drafted every five years and reviewed once a year. To improve and sustain good working relations with both internal and external stakeholders with the aim of achieving mutual understanding and meeting the needs of all role players. Thus the policy is to promote fair, equitable, accurate, timeous, clear and transparent communications with all stakeholders. This policy will assist the municipality to:

1.1 Provide the public with timely, accurate, clear and complete information about its policies, programmes, services and initiatives (including its IDP and Budget):

1.2 Ensure that its communication caters for all official languages within Mbhashe jurisdiction;

1.3 Continuously ensure that the municipality is visible and accessible to the public;

1.4 Ensure that it consults with the public, listens to and takes account of people's interests and concerns when establishing priorities, developing policies and planning programmes and services;

1.5 Continue to build public trust and confidence in the integrity of the municipality and government as a whole;

1.6 Ensure that communication is integrated and coordinated within the three spheres of government through the LCF.

As it relates to Customer Care, the policy also seeks:

- To guide the actions of staff when dealing with our customers;
- To provide service excellence whenever customers make contact with the municipality,
- To ensure that 'getting it right the first time' is the customers' experience in interactions with the municipality;
- To incorporate the eight Batho Pele principles that are intended at transforming public service

2. OBJECTIVE OF POLICY

The main objective of this policy is to provide clear guidelines for Communication processes within Mbhashe Local Municipality (LM). The policy will further outline different roles and responsibilities of communicators within the institution in order to ensure that communication is properly coordinated.

2.1 This policy is meant to ensure that communication is well-integrated, coherent, coordinated and consistent in informing its internal and external stakeholders of the IDP priorities, identified issues/challenges, progress made and results achieved by the municipality in fulfilling its mandate of ensuring a citizen-centred and client-focused system.

2.2 It is steadfast in ensuring transparent, effective, and timeous information sharing thus ensuring sustainable relations with both its internal and external stakeholders.

2.3 To acknowledges the importance of communications as a strategic management function and as an integral part of the daily functioning of the municipality;

2.4 The Senior Manager (Operations) and the Communications Manager have the responsibility to ensure that all communications activities, including procurement of services are done in accordance with these policies and procedures. This requires all communications and communication related activities to be coordinated and recommended by the Senior Manager (Operations).

3. SCOPE

The policy will cover internal and external stakeholders of the Municipality.

4. POLICY DEFINITION

Term	Meaning
Communication	In the local government context communication is defined as a strategic and planned process aimed at ensuring effective dialogue between government and communities utilizing print and electronic media.
Print media	Refers to newspapers, newsletters, publications, magazines and all forms of authentic print mediums.
	Refers to all forms of electronically transmitted media such as radio, TV, online (internet), mobile phones as well as social media.

Electronic media	
Social media	Collective of online or interactive communication channels dedicated to community-based input, interaction, content-sharing and collaboration. These include *Facebook, Twitter, YouTube, WhatsApp, Instagram etc.*
Corporate Identity	Is the institution's visual appearance, which involves corporate logo, colors, values and the coat-of-arms.
Corporate Image	Is the public perception about of your institutional identity. It is largely measured against the manner in which the institution portrays itself in the eyes of the public, its organizational culture, performance, how its' employees uphold institutional corporate and service delivery ethos.
Municipality	Mbhashe Local Municipality
LGCF	Local Government Communicators' Forum
SALGA	South African Local Government Association
PAIA	Promotion of Access to Information Act (Act No.2 of 2000)
POPI	Protection of Personal Information Act 4 of 2013, to promote the protection of personal information processed by public and private bodies

5. LEGISLATIVE FRAMEWORK

5.1 Constitution Act 108 of 1996
5.2 Local Government Municipal Structures Act 117 of 1998
5.3 Local Government Municipal Systems Act 32 of 2000
5.4 Promotion of Access to information Act 2 of 2000
5.5 Municipal Finance Management Act 56 of 2003
5.6 Protection of Personal Information Act 4 of 2013

6. POLICY PROCEDURE:

6.1 FUNDING COMMUNICATION (THE COMMUNICATIONS BUDGET)

Adequate resources – 1% to 5% of the institutional budget – must be allocated to the communication function, based on the communication's strategic plan and the size of the institution. This budget must be ring-fenced.

6.2 COMMUNICATION: ROLES, RESPONSIBILITIES AND STRUCTURES

Communications planning must be integrated into strategic departmental planning at management level. This means that when planning meetings are held, communicators must be included. The Communications Manager must participate in all strategic decision-making bodies at the political/administrative interface and in those communication structures that have been set up internally to realise the communication objectives of government; and structures that integrate and coordinate government communication activities across the three spheres in support of government's service delivery objectives.

6.3. POLITICAL PRINCIPALS: ROLES AND RESPONSIBILITIES:

The Executive Mayor and councillors who as key government communicators must:

1. Take responsibility for government communication;
2. Account to the public on government policy, aims and objectives; and report back on deliverables;
3. Interact with the public to solicit views and input into government activities.
4. Not contradict each other in public
5. The Council must decide on the necessary sanction against political principals who fail to adhere to the Policy.

6.4. COMMUNICATION STRUCTURES:

All government departments' communication activities are structured within a specific framework, which is coordinated, integrated, and streamlined. All these activities are coordinated and overseen by the Presidency and Government Information Systems (GCIS)

A series of forums for government communication at national, provincial and local level have been established to ensure collective planning and strategizing around all government communications.

In the Eastern Cape, an Intergovernmental Communicators Forum (IGCF) was established and is coordinated by the Office of the Premier, GCIS and SALGA-EC. Communicators from provincial departments, state/Municipal Owned Enterprises and district/metro municipalities are represented in the forum. The objective of the forum is to coordinate government progress and achievements.

A Local Government Communicators Forum (LGCF) has also been established and is driven by the Communications Office of the Eastern Cape Department of Cooperative Governance and Traditional Affairs. Information about local government issues and best practices are disseminated amongst municipalities in this forum.

A District Communicators Forum (DCF) was established in 2002 by the Amathole District Municipality (ADM). Communicators and communication portfolio heads as well as community development workers from all the local municipalities, and communicators from government departments in the district are invited to attend. The DCF provides a platform where information is shared and disseminated, best practices highlighted and communications and promotional programmes and projects within the district are coordinated. It is headed by the Portfolio Head for Strategic Management and Development at the ADM with technical assistance from the Strategic Director/Head of Communications of the ADM.

Mbhashe LM also established its Local Communicators Forums in 2015. As in the case of the LCF, this forum is chaired by the Portfolio Head for Good Governance & Public Participation and consists of CDWs, Ward Councillors, and Government Departments and Parastatals operating within Mbhashe jurisdiction, ADM, GCIS and State Owned Enterprises.

All these structures and processes create a specific framework within which government communications across all spheres are executed, with the key objective that government speaks with one voice.

6.5. INFORMATION AND SERVING MBHASHE COMMUNITIES

The goal of the Communications Unit is to improve and sustain good working relations with both internal and external stakeholders with the aim of achieving mutual understanding and meeting the needs of all role players. Thus the policy is to promote fair, equitable, accurate, timeous, clear and transparent communications with all stakeholders. This policy will assist the municipality to:

6.5.1. Provide the public with timely, accurate, clear and complete Information about its policies, programmes, services and initiatives (Including its IDP and Budget);

6.5.2. Ensure that its communication caters for all official languages within Mbhashe jurisdiction;

6.5.3. Continuously ensure that the municipality is visible and accessible to the public;

6.5.4. Ensure that it consults with the public, listens to and takes account of people's interests and concerns when establishing priorities, developing policies and planning programmes and services;

6.5.5. Continue to build public trust and confidence in the integrity of the municipality and government as a whole;

6.5.6. Ensure that communication is integrated and coordinated within the three spheres of government.

6.6. LANGUAGE POLICY AND TRANSLATIONS

Mbhashe LM language policy has its basis in the National Langue Policy Framework. Mbhashe council has determined that the official language of the municipality is English, however Councillors can take the oath of office in any language they prefer.

Mbhashe council has mandated the Municipal Manager to translate official documents such as the Annual Report, the Integrated Development Plan and Community Newsletters, State Municipal Address (SOMA) in the official languages encountered in the area, bearing in mind the cost implications and budgetary constraints.

The language policy of Mbhashe is therefore as follows:

6.6.1. Plain language and proper grammar must be used in all communication with the public to ensure clarity and consistency of information;

6.6.2. If a member of the public communicates with Mbhashe in a language that is dominant in the area, then they must be answered in that language;

6.6.3. English is to be used in all official internal correspondence;

6.6.4. internal personnel circulars and other documents can be translated to other language depending on the capacity and budget to do so;

6.6.5. Official documents will only be translated subject to capacity and budget.

6.6.6. In terms of the Promotion of Access to Information Act, Mbhashe Local Municipality is obliged to translate any official document into the preferred language of choice of the applicant, at a cost.

6.7. CORPORATE IDENTITY

The Senior Manager (Operations)/Communications Manager are responsible for the overall corporate identity of the Municipality, although implementation and budget will be the responsibility of each Department. The Senior Manager (Operations)/ Communications Manager are responsible for the following:

6.7.1. The outlook of the municipal buildings

6.7.2. The type of communication material to be used by the municipality e.g. Folders, letterheads, business cards and placement of LOGO etc;

6.7.3. The way communication material is used and produced e.g. The font, the use of logos, corporate identity, branding etc.;

6.7.4. The Coat of Arms is the official logo of Mbhashe LM with the name of Mbhashe Local Municipality written in full;

6.7.5. At all times the Coat of Arms is to be used in the prescribed format as laid out in the branding protocol as laid out in the developed branding protocol/ corporate identity manual.

6.8. BRANDING AND PROMOTIONAL MATERIAL

Promotional material using the corporate identity (coat-of-arms) of the municipality. The production of such material must be authorized by the relevant Senior Manager with the endorsement of the logo by the Communications Manager.

6.9. COMMUNICATIONS IN A CRISIS SITUATION

A crisis situation is every organisation's worst nightmare. It is important to have a framework in place in such an event. Examples of crisis situations within Mbhashe could include:

(a) Natural disasters (tornado damage, floods, fires, drought etc.

(b) Disease outbreaks (cholera, rabies, bovine TB etc.)

(c) Disruption of essential services (water and sanitation)

(d) Any other event that may damage the reputation and image of the Municipality.

The following procedures should be adhered to in the event of a crisis:

6.9.1. Staff should inform their Senior Managers who in turn must bring this to the attention of the Municipal Manager, the Disaster official, relevant Senior Manager, the Senior Manager (Operations)/Communications Manager;

6.9.2. If necessary, a communications crisis committee will be set up consisting of the Municipal Manager, relevant Senior Manager, the Senior Manager

(Operations)/Communications Manager and other relevant officials as may be required;

6.9.3. A plan of action is to be drafted;

6.9.4. The Communications Crisis Committee will manage the issue, communication thereof and release the necessary statements with the involvement of the Municipal Manager;

6.9.5. No media statement, public statement or interview is allowed from any other official unless delegated by the Municipal Manager;

6.9.6. Staff members will be kept informed of the crisis through their Senior Managers, and/or via the Communications Manager.

6.10. EVENTS MANAGEMENT

As project managers are required to involve the Communications Unit in the initial stages of the project. This will enable Communications to give proper advice/guidance in the development of the communication plan which will outline use of proper communication channels. The following are some of the services that the communications unit can provide to departmental activities:

(a) Advertising (print/radio)
(b) Press statement
(c) Media Briefing
(d) Posters
(e) Brochures/pamphlets
(f) Information packs
(g) Photography
(h) Corporate/promotional gifts
(i) Presentation
(j) PA System
(k) Branding
(l) Exhibition
(m) Nametags

It is also important to ensure that there is coordination across the various spheres of government to avoid duplication and conflicting dates for events. Thus it is necessary to develop an annual calendar of events within the municipality which is updated monthly.

6.11. INTERNAL COMMUNICATIONS

The main purpose of internal communications is to facilitate and manage the flow of information within the municipality in order to create an informed workforce. Internal communications involve information about municipal services, relevant human resource information, information on government programmes, special days and other useful information that staff may have an interest in. The following communication tools and mediums are used to communicate with staff members:

(a) Notice Boards

(b) Internal newsletter

(c) Email: It is the responsibility of all Mbhashe LM employees to confirm e-mail content before pressing the send button as all wrong message contained in any email communication will be one's responsibility. Negligent communication can put the municipality's reputation in disrepute it must therefore be noted that communication done through e-mail internally or externally is a formal communication. To manage the flow of information and to ensure that only accurate information is communicated to stakeholders, ICT must assist to create the right reserved email groups that will be maintained as follows:

- Communication addressed to all staff from within the directorates must be issued by the Senior Managers, assigned Departmental Secretaries or through the registry office processes.
- The duly authorized author of any email from the department may send the communication through consultation with the ICT office.

(d) Workshops

(e) Staff meetings

All Mbhashe LM employees must sign a confidentiality clause in order to avoid leakage of information. This will ensure that employees are aware that they are prohibited from releasing any information without the approval of the relevant Senior Manager.

6.12. WEBSITE

Website management refers to ensuring that the content of the Internet site is regularly updated, of placing and removing material, providing the framework and guidelines for the website and the creation of links to other sites. MBHASHE LOCAL MUNICIPALITY's Internet site serves as its window to the public and as such the Communications Manager has the responsibility of placing and removing material from the MBHASHE LOCAL MUNICIPALITY's

website. All Heads of Departments are responsible for forwarding their updated and signed information and statutory reports/documents to the Head of Communications Unit who will upload on the website.

6.13. MEDIA RELATIONS

All employees are ambassadors of Mbhashe Local Municipality however they do not address the Media on municipality affairs, unless delegated by the Executive Mayor. The Council Speaker as the Chairperson of council speaks on all the decisions, processes and rules of the legislature. The Chief Communicator is the Executive Mayor, then Municipal Manager and Communications manager.

The Communications Manager serves as the Municipal Manager's authority on communication issues. As such, he/she provides communications advice and counsel to the Executive Mayor, the Municipal Manager, Councillors, and Heads of Department;

It is important that the Municipal Manager signs off on all that is to be communicated. Communications Manager Coordinates the messages for the Messengers at all times.

The point of entry and exit for media inquiries is communications unit approved by Municipal Manager. Responses to the media should preferably be provided in writing wherever possible;

The Communications Manager is the Municipality's first line of contact with the media and is responsible for coordinating all media relations. The following procedures have to be followed with regards to medial liaison:

6.13.1 All media queries received by any office, should be re-routed to the Manager Communications Unit. Media enquiries, if necessary, will then be cascaded by the Manager Communications Unit to the relevant Head of Department, who should respond to the within a period of two hours.

6.13.2 If Heads of Department cannot provide the necessary information within the prescribed two-hour period, they should advise the Head Communications Manager of same and provide timeframes as to when the information will be available.

6.13.3 On receipt of the required information, the Communications Manager will draft a press statement, in consultation with the Head of Department, which will then be submitted to the media.

6.13.4 All controversial media queries will immediately be brought to the attention of the Municipal Manager, who can opt to respond directly or direct the Communications Manager to respond;

6.13.5 Where Heads of Department or Councillors have been approached for comment directly by the media on issues pertaining their areas of operation, it is advisable, where possible, that the media submit their queries in writing and that, before responding, the Communications Manager be consulted for advice and approach in responding. In a situation where this is not possible, the response must be signed off by the Executive Mayor or the Municipal Manager.

6.13.6 Responses to the media should at all times be provided in writing wherever possible;

6.13.7 Employees, in their private capacity, have the right to make public comment and enter into public debate issues, but when doing so, must make it clear that they act in their private capacity and must not handle official information in a way which is in breach of the Code of Conduct for municipal employees as reflected in Schedule 2 of the Local Government Municipal Systems Act of 2000. The Code of Conduct stipulates that an employee may not without permission disclose any privileged or confidential information obtained as a staff member of the municipality to an unauthorized person.

6.13.8 For the purpose of this item "privileged or confidential information" includes any information:-

- Determined by the municipal council or any structure or functionary of the municipality to be privileged or confidential;
- Discussed in closed session by the council or a committee of the council;
- Disclosure of which would violate a person's right to privacy; or
- Declared to be privileged, confidential or secret in terms of any law

6.13.9 In addition, a staff member of a municipality may not use the position or privileges of a staff member, or confidential information obtained as a staff member, for private gain or to improperly benefit another person;

6.13.10 The Communications Manager should ideally at all times coordinate interactions with the media, such as media conferences, briefings, letters to the media and corporate advertising;

6.13.11 The Communications Manager is responsible for media coverage evaluation and monitoring.

6.13.12 Press articles will also be placed on the MBHASHE LOCAL MUNICIPALITY's noticeboards and social media platforms.

6.13.13 Items of importance will be circulated to those impacted upon, either for information purposes or for a draft response;

6.13.14 At all times interaction with the media is to be courteous, cooperative and not detrimental to the MBHASHE LOCAL MUNICIPALITY;

6.13.15 Media queries are to be dealt with within the stipulated deadline of two hours or otherwise within 24 hours. Enquiries received after hours will be dealt with during office hours unless there is obvious urgency or instruction to do so e.g. in cases of emergency where crisis communication management will apply;

6.13.16 Inquiries from the media should always be in writing.

6.13.17 Responses are to be supplied in writing except for radio and television Interviews;

6.13.18 Media queries must be treated as top priority.

6.14. COPYRIGHT

Mbhashe LM owns all publicity material and information it has paid for or created. Consequently, the reproduction of any such material requires the approval of the Municipal Manager. Copyright allows the municipality the freedom to give consent to others to use the material without paying fees to the original producer.

7. SOCIAL MEDIA

7.1. Social Media Outline

When contributing on behalf of Mbhashe Local Municipality and/or a department on social media Mbhashe Local Municipality employee, councillor or representative is required to:

7.1.1. Keep postings legal, ethical and respectful;

7.1.2. Before engaging with a specific social media channel ensure the official is required to understand its terms of reference, conventions and etiquette. Employees may not engage in online communication activities which could bring the municipality into disrepute.

7.1.3. Personal details of any official or other government employees should not be given out – only the official contact details (official cell phone number, office telephone, e-mail or fax) for reference purposes.

7.1.4. Respect copyright laws; an official may not post any material that is protected by copyright.

7.1.5. Ensure that information published on-line is accurate and approved.

7.1.6. In official social media online postings, all reasonable efforts must be made to publish only facts and statements that can be verified - not personal opinions or speculations.

7.1.7. Identify and correct any incorrect information relating to municipal policy and services. People should be referred to the Mbhashe Local Municipality's official website at www.mbhashemun.gov.za where appropriate, for more detailed information.

7.1.8. Where users ask questions about policy or published information with which the official is familiar, ensure that any comment or response made is on matters of government policy is accurate, appropriate to the government/departmental role you hold, and remains politically neutral.

7.1.9. Mbhashe Local Municipality official social media platforms must not post minors in vulnerable situations, showing their identity (name(s) recording, and face) without written consent from parent/guardian.

7.2. When posting on personal capacity Mbhashe Local Municipality officials and all representatives are required to and/or note the following:

(a) Keep municipal-confidential information confidential

(b) Mbhashe Local Municipality's employees may not use personal social media Platforms to post any confidential or proprietary information of their department or the government as a whole.

(c) Mbhashe Local Municipality's employees may only use personal social media Platforms to share government news if that information has not already been Officially published in a public domain by the municipality.

(d) Mbhashe Local Municipality's employees must familiarise themselves with the content of any nondisclosure agreement they signed when joining government, and ensure that all personal social media activities are in alignment and compliance with this policy and all other applicable regulations, acts and policies.

(e) Keep personal social media activities distinct from government communication. Mbhashe Local Municipality's logos and other government branding symbols may not

be used in personal social media posts without explicit permission in writing from the designated departmental authority

(f) Mbhashe Local Municipality's employees can be held legally responsible for all comments that they post on their personal social media platforms pertaining to the municipality or its staff, functions and property.

(g) Respect municipal time and property

(h) Mbhashe Local Municipality's computers, other resources (including stationery and computer consumables) and time at work are reserved for government-related business.

(i) Mbhashe Local Municipality's employees must ensure that their personal online activities do not interfere with their work duties and performance.

(j) Mbhashe reserves the right to remove any content that is not aligned to the its objectives and those of the social media page

(k) All published content must be service delivery related with the aim to inform, educate and empower users.

7.3. Official Social Media Channels

The official social media channels for Mbhashe Local Municipality are recorded as follows:

Facebook : The official Facebook page is Mbhashe Local Municipality

The municipality may have more than one official social media platform to maximise interaction with its communities for inclusivity and marketing of the institution, i.e. Twitter, YouTube channel, WhatsApp etc.

7.4. MANAGEMENT AND IMPLEMENTATION

The Manager Communications Unit/Designee shall be ultimately responsible for the communication function of the MBHASHE LOCAL MUNICIPALITY, thereby ensuring better coordination and effective communications and that the municipality speaks with one voice. The Municipal Manager will thus be responsible for overall monitoring and ensuring that there is compliance with the Communications Policy.

8. CUSTOMER CARE

8.1. SCOPE:

This policy is binding on all Mbhashe Local Municipality members of staff interacting with users and consumers of MBHASHE LOCAL MUNICIPALITY's services that is, its Customers.

8.2. POLICY DETAIL

8.2.1. Policy Principles:

This Policy ascribes the following principles in respect of customer care:

Batho Pele Principles

Batho Pele means: "people first"

The eight principles are the foundation of our Government's approach to guide all Interactions between Government and members of the public.

In the context of customer care at the Mbhashe Local Municipality the eight principles can be articulated as follows:

(a) **Consultation**: Customers should be consulted about the level and quality of the municipal services they receive and, wherever possible, should be given a choice about the services that are offered.

(b) **Service standards:** Customers should be told what level and quality of municipal service they will receive so that they are aware of what to expect.

(c) **Access**: All Customers should have equal access to the services to which they are entitled.

(d) **Courtesy**: Customers should be treated with courtesy and consideration.

(e) **Information:** Customers should be given full and accurate information about the municipal services they are entitled to receive.

(f) **Openness and transparency:** Full disclosure should be made to customers making any enquiry as to the running of the ADM and its governance structures.

(g) **Redress:** If the promised standard of service is not delivered, customers should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, customers should receive a sympathetic, positive response.

(h) **Value for money:** Municipal services should be provided economically and efficiently in order to give customers the best possible value for money.

(i) **Information:** Customers should be given full accurate information about the municipal services they are entitled to receive.

(j) **Openness and transparency:** Full disclosure should be made to customers making any enquiry as to the running of the ADM and its governance structures.

(k) **Redress**: If the promised standard of service is not delivered, customers should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, customers should receive a sympathetic, positive response.

(l) **Value for money**: Municipal services should be provided economically and efficiently in order to give customers the best possible value for money.

8.3. CODE OF CONDUCT FOR MUNICIPAL STAFF:

The principles set out above are further entrenched by the values underpinning the Code of Conduct for Municipal Staff which all Mbhashe staff members must adhere to, including a commitment to serving the public interest.

8.4. COMMITMENT TO CUSTOMER CARE EXCELLENCE

Mbhashe commits to put in place across Satellite Offices, suggestion boxes, dedicated staff to ensure that standards of customer care, as envisaged in this policy, are adhered to.

Mbhashe encourages customers to provide feedback via the channels listed below:

- Via Mbhashe Customer Query email : info@mbhashemun.gov.za
- Suggestion Boxes across Units
- Correspondence addressed to: the Municipal Manager's office channelled through the registry office.
- Social Media Platforms

8.5. CUSTOMER CARE COMPLAINTS MANAGEMENT

- The municipality will register customer complaint or queries received from complainants through walk-ins, correspondences received through registry, suggestion boxes and other approved communication channels. These shall be referred to the relevant departments, followed-up and response given to the complainant within 72 hours.
- Utilising the available resources, the municipality will acquire the complaints management system manually or electronically to ensure that records of complaints received are registered and archived safely at all times for a period aligned to records management regulation or policy.

9. MONITORING, EVALUATION AND REVIEW:

Through the Communications Unit, the municipality will develop methods of receiving customer feedback to determine levels of customer satisfaction in terms of the standard of service received.

9.1. These methods include:

- Actively publicising and advertising in municipal buildings;
- Social Media Platforms;
- Customer satisfaction questionnaires
- An email address where customers can report good or poor service, or provide feedback and suggestions
- Placing of suggestion boxes in strategic places to facilitate Customer Care related feedback

These monitoring mechanisms will assist the municipality in developing programmes that will address any shortcomings in the standards of service.

10. CUSTOMER SERVICES CHARTER

What you can expect from us …

- You can expect our staff to know their job, to be honest, polite, helpful and professional. They will treat everybody fairly and make every reasonable effort to address your problems. If they can't, they will explain what happens next.
- You can expect us to consult with and inform our customers of the services that we provide and the services standards that we will strive to meet.
- You can expect us to deal with complaints about services from members of the public fairly, objectively and in accordance with a well-defined procedure that everyone understands.
- You can expect us to learn and change as a result of constructive feedback and comments.
- You can expect our buildings and offices to be accessible, clean and safe, providing you with a convenient places to wait and with access to toilet facilities and drinking water.
- You have quick and convenient ways of making enquiries, getting answers and carrying out business with us;
- Your contact with us meets high quality service standards
- You can expect us to be dressed in a respectable manner that adhere to the dress code policy of Mbhashe Local Municipality

- You can expect us to answer telephone calls within five ringtones whenever possible
- You can expect us to acknowledge receipt of your communique by letter or email within three (3) working days of receipt.

What we expect from you ***

Our customers also have certain obligations.

- We expect you to respect our staff and our role as a service provider and ask for your cooperation at all times, especially showing patience at busy times.
- We expect you to adhere to the By-Laws as adopted by the Council of Mbhashe Local Municipality.
- We expect you to provide updated personal information voluntarily and when requested

11. OUR CUSTOMER CARE STANDARDS:

Mbhashe Local Municipality is committed to the continuous improvement of the standards of service it gives to its customers. We will endeavour to provide services and manage complaints in a timeous, efficient and effective manner. We are committed to giving equal opportunities to our customers and will provide:

- Clear signage to direct our Customers to where they want to go
- Buildings which are accessible and welcoming
- Access for the disabled wherever practicable
- Training for our staff to build awareness and understanding