GA WEST MUNICIPAL ASSEMBLY

CLIENT SERVICE UNIT CHARTER

Promoting Accessible, Responsive, Transparent and Efficient Client Service Delivery.

CLIENT SERVICE UNIT CHARTER

Document control	Details
Responsible Unit	Client Service Unit (CSU)
Supervising Directorate	Central Administration
Administrative Oversight	Office of the Municipal Coordinating Director
Effective Date	January, 26
Review Cycle	Annual performance review; comprehensive review at least every four years, or earlier where necessary

JANUARY – 2026

CLIENT SERVICE UNIT CHARTER

DOCUMENT CONTROL AND APPROVAL

This is a unit-specific charter for the Client Service Unit. It does not replace the Assembly's wider institutional mandate, departmental procedures, approved policies or statutory requirements. Where legislation or an approved procedure prescribes a requirement or timeframe, that requirement takes precedence over a general target in this Charter.

Approval stage	Name / designation	Signature	Date
Prepared by	Head, Client Service Unit, in consultation with relevant units and departments		
Reviewed by	Head of Central Administration / Municipal Coordinating Director, as determined by the Assembly		
Approved by	Authorised Assembly authority		

CLIENT SERVICE UNIT CHARTER

CONTENTS

1. Introduction and purpose
2. Institutional and reporting context
3. Vision, mission and objectives
4. Core values and service principles
5. Scope of the Charter
6. Services provided by the CSU
7. Client service standards
8. Accessing the CSU
9. Complaints-handling procedure
10. Client rights and responsibilities
11. Responsibilities of CSU officers
12. Responsibilities of departments and officers
13. Accessibility, confidentiality and fair treatment
14. Complaints about the CSU
15. Feedback, monitoring and performance review
16. Implementation roles
17. Public information and dissemination
18. Continuous improvement
19. Review of the Charter
20. Service pledge and contact information

Appendices: Complaint tracking and pre-publication checklist

CLIENT SERVICE UNIT CHARTER

1. INTRODUCTION AND PURPOSE

The Ga West Municipal Assembly is committed to providing accessible, responsive, transparent, accountable and client-centred services to residents, businesses, organisations and other stakeholders within its jurisdiction.

The Client Service Unit (CSU), within the Central Administration Directorate, serves as a key point of contact between the Assembly and the public. It assists clients to obtain information, make enquiries, submit requests and complaints, identify the appropriate departments for assistance, and receive updates on matters referred to responsible officers.

This Charter sets out the CSU's service standards, commitments, procedures and responsibilities. It also outlines the cooperation expected from departments and officers to ensure that clients receive timely, courteous and appropriate assistance.

The Charter is focused on client service delivery and the role of the CSU. It does not replace the Assembly's institutional mandate, departmental operational policies or statutory service requirements.

Its purpose is to inform clients about assistance available through the CSU; set standards for reception, enquiries, referrals, complaints and follow-up; promote respectful treatment; improve departmental coordination; strengthen complaint tracking and feedback; clarify client rights and responsibilities; and provide a basis for service improvement.

2. INSTITUTIONAL AND REPORTING CONTEXT

The CSU operates within Central Administration under the Assembly's approved administrative arrangements. Its core role is to receive, guide, register where appropriate, refer, track and communicate on client enquiries and complaints. It does not assume the technical, regulatory, financial or statutory decision-making responsibilities of other departments.

The CSU shall coordinate with the Administration Unit, Records Management Unit and other relevant units without duplicating their functions. Official correspondence and records must be handled in accordance with approved records-management procedures; administrative coordination and management support remain the responsibility of the appropriate officers.

Depending on the Assembly's confirmed structure and the matter raised, referrals may be made to Finance, Physical Planning, Works, Urban Roads, Environmental Health, Waste Management, Agriculture, Health, Education, Social Welfare and Community Development, Development Planning, Budget, Procurement, Stores, Management Information Systems, Transport, Estates and other relevant units or departments. This list must be checked against the Assembly's current approved organisational structure before publication.

Where a service is delivered or controlled by another public institution, the CSU shall distinguish between services the Assembly provides directly and information, coordination or referral it can offer.

3. VISION, MISSION AND OBJECTIVES

VISION

To be a responsive, accessible and trusted Client Service Unit that promotes excellent client experiences and strengthens public confidence in the Ga West Municipal Assembly.

MISSION

To provide timely information, courteous assistance, effective referrals, transparent complaint handling and consistent follow-up, while working with departments to improve the quality and responsiveness of services to the public.

CLIENT SERVICE UNIT CHARTER

OBJECTIVES

- Serve as an accessible first point of contact for clients.
- Provide accurate, understandable and verified information about services, procedures and requirements.
- Direct clients to the appropriate departments and responsible officers.
- Receive, register, refer, track and follow up on complaints and requests.
- Communicate updates, delays and next steps to clients.
- Gather and analyse feedback to identify service delivery gaps.
- Promote departmental accountability in responding to client concerns.
- Maintain appropriate records of visits, enquiries, referrals, complaints and feedback.

4. CORE VALUES AND SERVICE PRINCIPLES

- Courtesy and respect: treat every client politely, professionally and with dignity.
- Responsiveness: attend to clients promptly and take appropriate action.
- Transparency: explain verified procedures, requirements, fees and timelines clearly.
- Accountability: take responsibility for assigned actions, referrals, communication and follow-up.
- Fairness and inclusion: provide assistance without discrimination and make reasonable efforts to overcome access barriers.
- Confidentiality: protect personal and sensitive information in accordance with applicable law and approved procedures.
- Integrity: avoid favouritism, improper demands, misleading information and conflicts of interest.
- Continuous improvement: use feedback, complaint trends and performance information to improve assistance.

5. SCOPE OF THE CHARTER

- Reception and initial assistance.
- General enquiries and information provision.
- Guidance on service procedures and documentation.
- Direction and referral to departments or officers.
- Receipt, registration, acknowledgement and tracking of complaints.
- Follow-up on referred complaints and requests.
- Communication of progress, delays and outcomes.
- Client feedback and satisfaction assessment.
- Client service records, monitoring and reporting.
- Coordination with departments to address service delivery concerns.

6. SERVICES PROVIDED BY THE CSU

6.1 RECEPTION AND CLIENT ASSISTANCE

- Welcome clients and establish the purpose of their visit.
- Provide initial guidance on where and how to obtain assistance.
- Direct clients to the appropriate office or officer.

CLIENT SERVICE UNIT CHARTER

- Assist clients who cannot readily identify the responsible department.
- Provide reasonable assistance to older persons, persons with disabilities and clients who require additional support.

6.2 REQUESTS AND ENQUIRIES

- Receive and attend to enquiries courteously and promptly.
- Provide accurate and understandable information on services, procedures, documents and verified fees.
- Explain the steps required to access services.
- Seek clarification from the relevant department where technical or specialised information is needed.
- Explain next steps where an enquiry cannot be answered immediately.

6.3 REFERRALS AND FOLLOW-UP

- Refer requests, enquiries and complaints through approved channels.
- Tell clients where to go, whom to contact and what documents may be required, where verified.
- Record referrals where needed for tracking and accountability.
- Seek updates from responsible departments and communicate relevant progress to clients.
- Escalate overdue referrals through the appropriate supervisory channels.

6.4 COMPLAINTS MANAGEMENT

- Receive and register complaints through approved channels.
- Acknowledge receipt and explain next steps where contact details and the channel permit.
- Refer complaints to the responsible department, officer or authorised decision-maker.
- Track referrals, request updates and escalate overdue or unresolved matters.
- Communicate progress, delays and outcomes subject to confidentiality and applicable procedures.
- Maintain records of complaints received, referred, resolved, pending and overdue.

6.5 CLIENT FEEDBACK AND SATISFACTION

- Invite clients to provide feedback on assistance received.
- Administer satisfaction forms, feedback registers or other approved tools.
- Analyse feedback to identify recurring concerns.
- Share findings with management and relevant departments.
- Monitor whether agreed service improvements are implemented.

7. CLIENT SERVICE STANDARDS

The following are proposed administrative targets for management and departmental validation. They are not statutory deadlines unless independently established by applicable law or an approved procedure.

Service activity	Proposed standard
Reception and initial attention	Attend to clients as promptly as practicable; proposed target of 15 minutes under normal operating conditions.
General enquiries	Provide available, verified information immediately where practicable; refer technical enquiries to the appropriate officer.
Direction to departments	Direct clients to the appropriate office or officer as soon as the responsible office is identified.
Complaint registration	Register promptly and provide an acknowledgement or reference number where the system permits.
Formal complaint acknowledgement	Proposed target: within two working days for complaints requiring a formal response.
Referral of complaints	Normally within two working days where information is sufficiently complete and the responsible office can be identified.

CLIENT SERVICE UNIT CHARTER

Progress updates	Provide updates when material progress is made and communicate revised timelines where delays occur.
Routine complaints	Aim to coordinate resolution within ten working days where practicable and within the Assembly's authority. Complex cases follow applicable procedures.
Written correspondence	Proposed acknowledgement within two working days and substantive response within seven working days where practicable and appropriate.
Client feedback	Record and review regularly; report material trends to management.
Departmental response	Management should approve internal response targets and escalation arrangements. The CSU must not promise an outcome it cannot control.

These targets do not guarantee resolution of every matter within the stated period. Statutory timelines, technical investigations, third-party involvement, incomplete documentation and other legitimate factors may affect processing time. Where a matter cannot be concluded within the expected period, the responsible department should tell the CSU the reason, next step and indicative revised timeline where practicable.

Management should approve a service standards matrix for major services, identifying the service, responsible department, documents required, approved fees, processing steps, legal timeframe, internal target, escalation route and public contact point. Only verified information should be published.

8. ACCESSING THE CSU

Clients may access the CSU through approved channels:

- In-person visits to the CSU at the Assembly's premises.
- Telephone enquiries using verified official numbers**. (0303970273 / 0552753747)**
- Official email correspondence. **(info@gawest.gov.gh)**
- The Assembly's official website or approved digital channels, where available.
- Written submissions through approved reception or records procedures.

The CSU shall display its location, working hours, available channels and verified contact details. The following information was supplied for inclusion and must be checked by the responsible office before approval and publication.

Contact item	Details for verification
Office	Client Service Unit, Ga West Municipal Assembly
Email	info@gawest.gov.gh
Website	www.gawest.gov.gh
Telephone	0303970273 / 0552753747
Physical location	Amasaman near the municipal hospital
Working hours	8:00am to 5:00pm

Clients should not be required to provide unnecessary personal information to make a general enquiry. Contact details may be requested where reasonably necessary to provide updates on a complaint or request.

9. COMPLAINTS-HANDLING PROCEDURE

Step 1: Receipt: Receive the complaint in person, in writing, by telephone or through another approved channel.

Step 2: Registration: Record the date, nature of complaint, relevant department or location, contact details where provided or lawfully required, action taken and status.

CLIENT SERVICE UNIT CHARTER

Step 3: Acknowledgement: Acknowledge receipt where possible, explain next steps and provide a reference number where the system allows.

Step 4: Assessment and referral: Identify the appropriate department, office or authorised decision-maker and refer through the approved process.

Step 5: Follow-up: Track the referral and request updates. Escalate overdue matters through appropriate supervisory channels.

Step 6: Communication: Inform the client of progress, additional requirements, delays or outcomes, subject to confidentiality and applicable procedures.

Step 7: Closure and recording: Close only when the response or action has been communicated and required steps completed. If unresolved, record the reason and further action.

Step 8: Reporting and learning: Analyse complaint records to identify recurring issues and service improvements.

A complaint must not be treated as resolved merely because it has been referred. The CSU coordinates and monitors complaints but does not replace the authority of the responsible department to investigate, make technical decisions or exercise statutory powers.

Complaints involving alleged corruption, serious misconduct, threats to safety, child protection or possible criminal conduct must be handled discreetly and referred through appropriate authorised channels. The CSU must not investigate matters beyond its authority or promise a particular outcome.

10. CLIENT RIGHTS AND RESPONSIBILITIES

CLIENT RIGHTS

1. Be treated courteously, fairly and with dignity.
2. Receive clear, accurate information authorised for release.
3. Know the appropriate office or officer responsible for a matter.
4. Be informed of relevant procedures, documentation and official fees.
5. Submit complaints or feedback without improper treatment or retaliation.
6. Receive acknowledgement and appropriate updates in accordance with approved procedures.
7. Have personal information handled in accordance with applicable law.
8. Receive fair consideration without unlawful discrimination.
9. Seek clarification or use approved escalation channels.
10. Access public information in accordance with applicable law and procedures.

CLIENT RESPONSIBILITIES

- Provide accurate information and relevant supporting documents.
- Treat staff and other clients respectfully.
- Follow applicable procedures and lawful instructions.
- Pay only approved fees through authorised channels and request receipts where applicable.
- Avoid offering gifts, inducements or unofficial payments to influence service delivery.
- Provide contact details where updates are requested, subject to applicable requirements.
- Allow reasonable time for investigations, consultations and statutory procedures.

CLIENT SERVICE UNIT CHARTER

- Provide honest feedback and use established complaint channels.
- Respect the privacy, safety and rights of other clients and staff.

11. RESPONSIBILITIES OF CSU OFFICERS

- Maintain a professional, welcoming and accessible service environment.
- Provide accurate information within their knowledge and authority.
- Avoid promises or commitments that have not been authorised.

- Record enquiries, referrals, complaints and follow-up accurately.
- Protect client records and personal information.
- Monitor pending complaints and requests.
- Communicate respectfully with clients and departmental officers.
- Escalate unresolved or overdue matters through appropriate channels.
- Prepare periodic reports on service activity, complaint status and feedback.
- Recommend improvements based on recurring concerns.
- Explain when a matter falls outside the Assembly's mandate and provide a suitable referral where possible.

12. RESPONSIBILITIES OF DEPARTMENTS AND OFFICERS

Effective client service is a shared responsibility. The CSU cannot meet its commitments without timely and accurate cooperation from departments and officers responsible for the underlying services.

- Provide current and accurate information on services, procedures, requirements, verified fees and responsible contact persons.
- Respond to referrals and requests for information within approved or applicable timelines.
- Investigate and address complaints within the department's mandate.
- Provide progress updates where matters cannot be concluded promptly.
- Communicate decisions and outcomes to the CSU for feedback to clients.
- Notify the CSU of changes to service procedures or requirements.
- Cooperate with satisfaction assessments and improvement initiatives.
- Maintain proper records of actions taken on referrals.
- Escalate matters requiring management decisions or statutory intervention.

The CSU shall keep records of referrals and follow-up. Persistent non-response or delays should be reported to the appropriate supervisor or management. Departments remain responsible for the accuracy of technical advice and decisions made within their mandates.

13. ACCESSIBILITY, CONFIDENTIALITY AND FAIR TREATMENT

The CSU shall make reasonable efforts to ensure access to information and assistance regardless of age, disability, language barriers or other circumstances. Staff should use clear language, provide reasonable assistance and protect clients' dignity and privacy.

Client information shall be collected, used, stored, shared and retained in accordance with applicable law and approved Assembly procedures. Sensitive complaints shall be handled discreetly and referred only to authorised persons. The CSU shall not disclose confidential information to unauthorised persons or promise absolute confidentiality where disclosure is required by law or an approved procedure.

CLIENT SERVICE UNIT CHARTER

Requests governed by the Right to Information Act or another formal legal process should be directed to the appropriate designated officer or procedure.

14. COMPLAINTS ABOUT THE CSU

Clients dissatisfied with the conduct, assistance or service received from the CSU may complain through approved supervisory or administrative channels. Such complaints should be referred to as PRCC for impartial consideration.

A staff member whose conduct is the subject of a complaint should not be solely responsible for determining its outcome. The Assembly should communicate the approved escalation channel. Nothing in this Charter limits a client's lawful right to seek redress through PRCC.

15. FEEDBACK, MONITORING AND PERFORMANCE REVIEW

The CSU shall collect feedback through satisfaction forms, feedback registers, interviews where suitable and other approved channels. Feedback may cover staff courtesy, waiting time, ease of access, accuracy of information, effectiveness of referrals, complaint follow-up and overall satisfaction.

Monitoring indicators may include:

- Number of clients received and assisted.
- Number and type of enquiries handled.
- Number of complaints and requests received.
- Complaints referred, resolved, pending and overdue.
- Time taken to acknowledge and refer complaints.
- Cases with documented follow-up.
- Client satisfaction results.
- Recurring service issues and recommendations.
- Departmental response and cooperation with referrals.
- Actions taken on earlier recommendations.

Targets shall be approved by management after considering resources, operational realities and the nature of services. Reports should identify performance gaps, explain significant delays, recommend corrective measures and record follow-up on agreed actions. The CSU shall report through the supervising Directorate and to the Municipal Coordinating Director in accordance with approved reporting arrangements.

16. IMPLEMENTATION ROLES

Role	Responsibility
Management / authorised approval authority	Approve the Charter, provide direction and address significant service delivery challenges.
Municipal Coordinating Director	Provide administrative oversight and facilitate departmental cooperation under approved arrangements.
Central Administration Directorate	Supervise the CSU and support coordination with other units and departments.
Head of the CSU	Coordinate implementation, maintain records, monitor referrals, prepare reports and recommend improvements.

CLIENT SERVICE UNIT CHARTER

Heads of departments and relevant officers	Provide accurate information, respond to referrals, investigate matters within their mandates and report outcomes.
Human Resource Management	Support staff orientation and capacity-building in client care and professional conduct.
Records Management Unit	Support proper handling, registration, retention and retrieval of official correspondence and records.
All Assembly staff	Treat clients respectfully and cooperate with the CSU.

17. PUBLIC INFORMATION AND DISSEMINATION

The Charter should be made accessible through display at the CSU and other public service points, publication on the Assembly's official website where available, distribution to departments, staff orientation and appropriate community engagement. The published version should contain verified contacts, approved standards and a clear effective date.

18. CONTINUOUS IMPROVEMENT

Possible challenges include delayed departmental responses, incomplete documentation, inadequate logistics, limited staffing, communication difficulties and delays arising from investigations or statutory procedures. The CSU shall document these challenges, assess their effects and submit recommendations to management.

Improvement measures may include clearer referral procedures, updated departmental contact lists, staff training, better complaint tracking, improved client information, regular meetings with departmental focal persons and adequate logistical support. Management should assign responsibility and target dates to agreed corrective actions.

19. REVIEW OF THE CHARTER

The CSU shall review implementation performance annually and recommend revisions where necessary. A comprehensive review shall be undertaken at least every four years, or earlier where changes in law, policy, organisational arrangements, service needs or management direction make this necessary. Revisions shall follow the Assembly's approval process. The version number, approval date, effective date and next review date should be recorded.

20. SERVICE PLEDGE AND CONTACT INFORMATION

The Client Service Unit of the Ga West Municipal Assembly pledges to serve clients with courtesy, fairness, integrity and professionalism. We shall strive to provide accurate information, guide clients to appropriate offices, record and follow up on complaints, communicate relevant updates and work with departments to improve service delivery.

Good administration is not about creating obstacles; it is about finding the right way to get things done while protecting the public interest.

Contact item	Details
Institution	Ga West Municipal Assembly
Unit	Client Service Unit

CLIENT SERVICE UNIT CHARTER

Email	info@gawest.gov.gh — verify before publication
Website	www.gawest.gov.gh — verify before publication
Telephone	0303970273 / 0552753747 — verify before publication
Physical location	Amasaman
Working hours	8:00 am _ 5:00pm

APPENDIX A: COMPLAINT TRACKING — MINIMUM FIELDS

- Reference number and Date
- Complaint category and brief description.
- Relevant service, location or department.
- Client contact details where provided and necessary for follow-up.
- Responsible department or officer; date referred and acknowledgement status.
- Follow-up dates, progress updates and current status.
- Outcome communicated and date of communication.
- Reason for delay or unresolved status, further action and escalation.
- Closure date.

Access to the register shall be limited to authorised staff. Management reports should use aggregated information where possible and avoid unnecessary disclosure of identifiable client details.

APPENDIX B: PRE-PUBLICATION AND IMPLEMENTATION CHECKLIST

11. Confirm the Assembly's approved organisational structure and the CSU's placement under Central Administration.
12. Confirm approval route, signatories, effective date and document owner.
13. Verify all telephone numbers, email address, website, physical location and working hours.
14. Validate service targets with management and relevant departments.
15. Agree internal departmental response targets, focal persons and escalation routes.
16. Confirm official complaint channels and arrangements for sensitive or urgent complaints.
17. Check legal references and procedures against current official sources.
18. Confirm coordination with Administration and Records Management without duplicating functions.
19. Publish only verified fees, requirements and statutory timeframes.
20. Orient CSU staff and departmental focal persons on the Charter and tracking process.
21. Prepare or update referral lists, registers, feedback tools and client information materials.
22. Approve, date and publish the Charter; schedule annual performance review and comprehensive review.

STATUS:

Consolidated draft for management review and approval. It must not be represented as formally approved or effective until verification and approval are complete.

CLIENT SERVICE UNIT CHARTER