



Customer Service Request

I. Requestor Information

Name: _____ Phone: _____

Address: _____

City/State/Zip: _____

Email: _____

Requestor Signature: _____ Date: _____

II. Description of Request (___ Attachments Included)

III. Staff Assessment (___ Attachments Included) Received By _____

___ Emergency (Immediate) ___ Urgent (within 48 hrs) ___ Routine (scheduled work)

Work Approved By: _____ Date: _____

Assigned to: _____

IV. Action Taken (___ Attachments Included)

Action Completed By: _____ Date: _____

Please complete Section I & II and forward the request to the City Clerk
Fax # 770-297-3223, or City of Oakwood, P.O. Box 99, Oakwood, GA 30566

Customer Service Request Procedure

- 1. Requestor completes Section I and II of the Customer Service Request (CSR) and forwards it to the City Clerk. For all requests related to private property, the customer must sign the request.**
- 2. City Clerk logs in the CSR (files the request by date in the CSR Notebook under the “Pending” Tab and updates the CSR log sheet) and forwards the CSR to the City Manager (or designee) who then completes Section III of the CSR.**
- 3. City Manager (or designee) approves course of action, and assigns the task to the appropriate staff.**
- 4. Staff takes action, completes Section IV of the CSR, and returns it to the City Clerk.**
- 5. City Clerk files the completed CSR by request date in the CSR Notebook under the “Completed” Tab and updates the CSR log sheet. The CSR copy filed in the “Pending” Tab is removed and discarded.**
- 6. City Clerk distributes the CSR log sheet of all open items to the City Manager and Department Directors at the end of each month.**
- 7. City Clerk notifies the requestor of the action taken.**