

1. POLICY OBJECTIVES

1.1 Customer Service Charter Purpose

This Customer Service Charter details our service and communication commitment to our customers. It is intended to:

- Outline Council's service standards
- Provide an understanding of what customers can expect from us, and what we ask of our customers
- Outline how customers can make a complaint if our standards are not met
- Provide methods of welcoming feedback.

2. BACKGROUND

- 2.1 Council continually strives to improve services and develops better relationships with our customers.

3. APPLICABILITY

- 3.1 This policy applies to all staff.

4. GUIDELINES

4.1 Communication with Council

For communication to be effective, it is important that both employees of Council and members of the community embrace an honest, respectful and fair approach to communicating with each other.

4.2 What You Can Expect From Us

We will:

- Be professional, courteous, respectful and attentive
- Provide information which is consistent, clear and concise, and confirm you have understood this information
- Apply fair, lawful and appropriate procedures when making decisions
- Treat information confidentially and respond within timeframes outlined in this charter
- Provide you with appropriate forums to give feedback on all services and experiences at Council.

4.3 What We Ask Of You

That you:

- Behave in a courteous manner, avoiding the use of abusive language and/or threatening behaviour
- Provide us with all relevant information, in a clear and concise manner, to enable us to make informed decisions
- Respect the timeframes outlined in this charter
- Acknowledge Council makes decisions, which at times might be unfavourable or you may not agree with
- Provide us with open, honest and constructive feedback on our services.

4.4 Council Service Standards

Visiting Council

We will make every effort to offer your assistance in any of our service areas in timely manner.

Calling Council

We will make every effort to answer your call within 4 rings, call you back within 1 working day of you leaving a message, and provide afterhours services for emergencies.

Writing to Council (letter, email, fax)

We will make every effort to acknowledge your written correspondence within 7 working days of receipt, respond in a clear and concise manner, and notify you if there is a delay.

Writing to Council (Facebook, twitter, online feedback tools)

Council cannot guarantee a response to all posts on its social media sites, and will therefore post responses which are considered necessary or appropriate. More information regarding the use of Social media is located in Councils Social media Policy located at this [LINK](#).

Lodging a Request for Service

We will make every effort to acknowledge your request for service within 7 working days, complete or provide you with an update on your request within 14 days, and refer you to alternate service providers when it's not a Council matter or Council is not the owner.

4.5 Complaint Handling

Council is committed to being responsive to all customers who approach us for assistance and/or with a complaint.

4.6 Council follows a complaint management system which is intended to:

- enable Council to respond to issues raised by people making complaints in a timely
- and cost-effective way
- increase public confidence in our administrative process
- provide information that can be used by Council to deliver quality improvements with
- Services, staff and complaint handling.

Our Complaint Handling Protocol is available on our website at this [LINK](#).

4.7 We Value Your Feedback

Feedback enables us to make improvements to the services we provide, and improvements to the experiences you have with Council. Feedback also helps us to identify where customers were happy with the service provided.

5. RESPONSIBILITY/ACCOUNTABILITY

5.1 This policy applies to all staff.

6. RELATED POLICIES/PROTOCOLS

- 6.1 Social Media - Adopted Policy - COM0001
- 6.2 Code of Conduct
- 6.3 Privacy Management Plan – 2014
- 6.4 Service Charter - 839#149

7. RELATED PROCEDURES

- 7.1 Telephone Protocol
- 7.2 Complaint Handling Protocol
- 7.3 Unreasonable Complainant Protocol

8. RELATED LEGISLATION

- 8.1 Environmental Planning and Assessment, 1979
- 8.2 Privacy and Personal Information Protection Act, 1998
- 8.3 The Government Information (Public Access) Act, 2009
- 8.4 Local Government Act, 1993

9. ATTACHMENTS

- 9.1 Nil

10. RESOURCES

- 10.1 Nil

11. IMPLEMENTATION STATEMENT

11.1 To ensure this policy is implemented effectively Council will employ a variety of strategies involving awareness, education and training. These strategies will be aimed at Councillors, staff and council representatives and will involve:

- 11.1.1 Awareness at Team Meetings.
- 11.1.2 Training sessions.
- 11.1.3 Reviews from customer feedback.
- 11.1.4 Presentations to Management and Executive

12. POLICY HISTORY

12.1 Date First Adopted	21 December 2015
12.2 Most Recent Adoption	20 March 2017
12.3 Next Review Date	20 March 2020
12.4 Responsible Officer	Manager Corporate Business Improvement