

1.2 CUSTOMER SERVICE CHARTER

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INTRODUCTION

The very nature of local government necessitates a broad definition of customer. Council has both explicit and implicit customers which include:

- Users
- Residents
- Landowners
- Government
- General Public.

OBJECTIVE

To provide consistent and professional quality service to Council's customers.

POLICY STATEMENT

Council will endeavour to provide a quality service to the community. It will continually strive to improve its customer service through reviews, training, feedback and new technologies.

PROCESSES

Customers

- Residents, ratepayers, electors, members of the business community and community groups.
- Government Departments and non-Government agencies.
- Staff and management.
- Visitors to the Council.
- Contractors and suppliers.
- General public

Service Standards

It is expected that each customer will be greeted in a professional and polite manner. Staff will endeavour to resolve an issue on the spot or will handover to an appropriate member of staff (if available) to respond.

All telephone calls during normal council office hours will be answered.

All calls will be directed to the staff member responsible. If the appropriate member of staff is not available the customer's call will be returned as soon as practical, generally within 24 hours. All appropriate contact details will be provided to the customer including the generic phone number.

Emails of a general nature will be directed to mail@coomalie.nt.gov.au.

Council receives a large amount of mail through the post or by email. Most of it is unsolicited. Staff will identify mail which is providing relevant information, requests, enquiries and complaints. These will be entered into Council's inward correspondence register. When necessary responses will be provided within 14 days of the receipt of the correspondence. Responses will contain accurate information and will be written in a clear, concise and easily understood language.

All customer interaction will be professional, fair and unbiased. Privacy and confidentiality will be respected. Dissatisfied customers will be advised of Council's complaint handling procedures.

Continuous Improvement

Staff will continually improve its customer service by:

- Progressively reviewing and improving forms,
- Progressively reviewing customer service systems and implementing improvements.
- Identifying skill gaps and providing training within available resources.
- Making information available in alternative formats for people with specific requirements.
- Carrying out feedback surveys from time to time.