



CUSTOMER SERVICE CHARTER POLICY

POLICY TYPE	POLICY ADOPTED (DATE)	MINUTE NUMBER	POLICY DOCUMENT NUMBER (TRIM):
Council	22 July 2019	153/19	D594951
DOCUMENT CONTROLLER	RESPONSIBLE MANAGER	STRATEGIC PLAN 2009-2030 (STRATEGY REFERENCE)	DATE OF NEXT REVIEW
Customer Service Coordinator	Executive Manager Corporate Services	5.4 – Council is recognised for its customer service delivery	July 2021
PURPOSE	The Customer Service Charter sets out Council's service standards and explains what customers can do if Council has not delivered a service to the agreed standard. It also provides Council officers with clear standards to which they are to adhere and that are in alignment with our focus on quality customer service.		
SCOPE	This policy applies to all Council Officers and customers of Council.		
POLICY	<p>1. Who are our Customers? Our customers are any person or organisation that has dealings with Council.</p> <p>2. Our Commitment Council is committed to engaging with the community, delivering customer focused services that:</p> <ul style="list-style-type: none"> • Are guided by the organisation's values: continuous improvement and innovation, customer satisfaction, leadership, our people, results and accountability; • Are focused on the customer's needs and preferences, as expressed through consultation and feedback; • Ensure information, resources and services are accessible to all; • Respect and protect personal information and adhere to all legislative privacy requirements; • Are delivered by skilled, motivated and courteous staff; • Ensure a standard of presentation and performance which always reflects the high quality of service Council is committed to delivering. <p>3. Helping Us to Help You To assist in delivering our services, we ask customers to:</p> <ul style="list-style-type: none"> • Provide accurate and complete information so we can respond appropriately to the enquiry; • Respect the privacy, safety, needs and rights of other customers; • Respect the community in which we live; • Work with Council to solve problems; • Treat our Council officers with courtesy and respect; • Provide Council with feedback so we can continually improve service delivery. <p>4. What Customers can expect from Devonport City Council At all times Council will:</p> <ul style="list-style-type: none"> • Greet customers in a polite and friendly manner; • Answer and return phone calls promptly; 		

- Serve customers promptly at the front counter;
- Treat customers courteously and with respect;
- Listen and respond to concerns within service standards;
- Provide customers with necessary and relevant information;
- Communicate clearly, and in plain language;
- Act on commitments in a timely manner;
- Value customer privacy by treating all personal information confidentially;
- Be punctual for meetings and appointments;
- Work with customers to solve problems and refer them to an appropriate organisation if Council is unable to meet the request.

5. Provision of Advice and Information

Council staff will ensure information and advice to the customer is accurate and current (at the time it is provided) and is provided within agreed timeframes.

Technical, complex or regulatory matters will generally be addressed by senior staff or appropriately qualified staff.

General information and basic enquiries will usually be responded to by the staff member at the point of contact.

Advice will generally be provided by senior or specialist staff with the appropriate knowledge, experience and/or professional accreditation in respect of the subject matter of the advice being offered/provided.

6. Abusive Customers

Should customers be abusive or use offensive language, in person, over the phone or by email, we will terminate the communication.

If Council officers feel threatened by a customer's offensive language or behaviour, the Police may be notified.

7. Cessation of Contact

The General Manager may decide to limit or cease responses to a customer should they be abusive in their communication with us or if they do not accept that we have done all that we can to assist. A decision of this nature will be communicated in writing.

8. Complaint Handling

Devonport City Council understands that a customer may be dissatisfied with the quality of service, or behaviour of an employee or agent.

Complaints are different from requests for service. Many issues raised with Council are often referred to as 'complaints' when a customer contacts us. Many 'complaints' are a 'request for service' and will be resolved as a standard function of Council. These 'requests for service' are managed separately to the formal complaints management process.

Further details on how Council manage complaints is outlined in our Complaints Handling Policy.

9. Our Customer Service Standards

At all times, Council will endeavour to meet the following standards:

REQUESTED SERVICE	OUR STANDARD
Return your phone call	A response to your telephone message within 3 business days.
Reply to written, email and social media general requests for service or advice	Within 10 working days.
Any Safety Matter issue reported	Immediately and up to 24 hours depending.
Complaint Resolution	Acknowledged initially and then every effort made to resolve the complaint and provide a response within 10 working days. If complex investigations are required, the response we provide may be delayed. The customer will be kept informed of our progress and the relevant contact officer's details.
Other requests, applications, duties etc with timeframes listed in legislation ie: <i>Local Government Act 1993, Planning Scheme 2013, Food Act 2003, Building Act 2000, Monetary Penalties Enforcement Act 2005, Dog Control Act 2000</i> etc.	Any other requests or timeframes for service that is specified by legislation or Acts etc will be adhered to and where timeframes are not listed, responses will be within 10 days.

10. Evaluating and Improving our Performance

Council uses customer satisfaction surveys and community engagement to collect feedback from customers. Council also welcomes feedback at any time. Your feedback helps us monitor and improve our services. You can contact us in person, by phone, email or via our website.

LEGISLATION AND RELATED DOCUMENTS	<i>Local Government Act 1993</i> <i>Personal Information Protection Act 2004</i> <i>Right to information Act 2009</i> Complaint Handling Policy		
ATTACHMENT/S (IF APPLICABLE)	N/A		
TRAINING REQUIREMENTS (IF APPLICABLE)	Is training required as result of this Policy	YES	NO
	Training required by:	Councillors	Staff Department