



POLICY REGISTER

Customer Service Policy

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2.0	2025	2nd Edition	Council 2025/130

The Purpose of our Customer Service Policy

We believe that all customers have the right to be served in accordance with this policy which reflects the vision, values and initiatives of the organisation.

This Charter sets out the minimum standards which you can expect, explains how you can obtain information, outlines how you can complain if the standards are not met and offers advice on how you can help us service you better.

Customer Service Standards

We will provide all Council services in a friendly and professional manner by:

- Treating you politely and with respect.
- Identifying ourselves when we talk with you.
- Listening carefully to what you say.
- Treating your personal information with confidentiality.
- Being helpful and sensitive to your needs.
- Being competent in providing the information and services Council has determined to provide to the community.

We will make every effort to respond quickly and effectively to your service requests by:

- Answering your phone calls within six rings.
- Acknowledging your letters or emails within ten working days.
- Our response will be either in full, or as an acknowledgement outlining the name of the person handling the matter. All correspondence will be as prompt as possible, courteous and written in plain English.
- Welcoming you to our reception desk within three minutes.
- Completing your customer action requests within fourteen working days.
- Providing appointments after hours as required.
- Providing after hours service for emergencies.

We will achieve quality customer service by:

- Having defined service standards for most commonly occurring service situations.
- Making a commitment to "when" and "how" the service will happen.
- Providing clear outlines of our obligations, policies and having transparent processes.
- Notifying you if there is a delay in the service we promised.
- Preventing unnecessary return visits or calls to Council.
- Advising promptly of the outcome of your request.
- Referring you, where appropriate, to alternate places where the service might be available if Council is not able to provide the services you seek.

Community Consultation

Council has built a strong relationship with our local community through extensive consultation and participation. Two-way communication between Council and the community is encouraged. Residents are encouraged to:

- Attend Council meetings.
- Attend a public meeting or forum to discuss special issues.
- Join a local volunteer or interest group.
- Make an appointment to speak with the General Manager or a Director.

Continual Improvement

Our commitment is to embrace this policy and we welcome your comments to help us improve our service.

If you have a comment please:

- Discuss the matter with a member of staff who will assist you or refer you to the appropriate person.
- Write, email or telephone the General Manager.

Complaint Resolution

If we should fall short in our service in any aspect, or we make a mistake, we encourage you to bring your complaint to us directly so that the matter can be resolved.

Council has a formal Complaints Management Policy and system which outlines the standards for the actioning of complaints quickly and effectively.

Assist us in Delivering better Service:

- Treat our staff courteously and with respect.
- Respect the rights of other customers.
- Be honest and accurate in your dealings with us.
- Work with us to solve problems.
- Give us feedback.
- Respect our community.

Evaluation of our Performance

We seek to improve our customer service and will independently assess our performance on a regular basis regarding our compliance with the key elements of this policy.