



CUSTOMER SERVICE CHARTER

1. OUR CUSTOMER SERVICE PROMISE

Council is committed to providing quality service and effective communication. The aim of this Charter is to deliver consistent customer service with integrity, accountability and common sense. Our service offer will align with Council's values to ensure that when you interact with Council it is a positive experience. We will monitor and evaluate our services to ensure the standards set out in this charter develop and build on relationships and partnerships within our community. Our customers are all of those people who interact with Council whether they are residents, ratepayers, business operators, visitors, contractors, Councillors, volunteers and employees.

2. SCOPE

This Charter has been established to provide a clear standard of customer service that you can expect when dealing with all staff and Councillors of the McKinlay Shire.

3. SERVICE OBJECTIVES

The intent of this Charter is to:

- a) Provide excellent local government services to our communities that contribute towards the achievement of Council's vision for the McKinlay Shire region.
- b) We expect all of our staff, wherever they are located in council to be committed to ensuring that they deliver their services in an effective and efficient way and are good ambassadors for the Council.

Our vision and mission

- A well managed Shire
- A sustainable environment
- A vibrant community
- A strong economy
- Good asset management combined with financial sustainability

4. CUSTOMER SERVICE PROMISE

OUR PROMISE TO YOU

We will:

- Treat you with courtesy, respect and understanding

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- Respond to your enquiry in a professional and timely manner and work to resolve all complaints
- Provide accurate and consistent information
- Set clear expectations of the next steps and deliver on those commitments
- Use your feedback as an opportunity to continuously improve our service to you
- Keep your information confidential (subject to right to information and privacy legislation)
- Investigate matters thoroughly and objectively
- Acknowledge and fix our mistakes willingly
- Make our services easy to access

OUR SERVICE STANDARDS

General Service Principles

We will:-

- Assist you with your enquiries willingly, courteously and promptly
- Endeavour to establish your name and use it in all of our dealings wherever possible
- Listen carefully to identify your needs by asking questions and confirming details
- Provide you with clear, accurate information that is consistent and easy to understand
- Make our forms as user friendly as is legally possible
- Always follow up on our service commitments - if we cannot honour a commitment we will advise you as soon as possible
- Be punctual for meetings and appointments
- Actively pursue continuous improvement and understand the needs of our customers now and into the future
- Respect your privacy

On our website we will:

- Use plain English
- Provide up-to-date, accurate and relevant information
- Endeavour to make information easy to find

In Person

When you visit us in person at the Council Office or other Council Facilities we will:-

- Provide a professional, polite and attentive service with a smile
- Treat you with respect
- Value you as a customer
- Aim to provide accurate and complete information
- Listen to your requests and discuss fully your requirements
- Provide you with answers to enquiries or make arrangements for the enquiries to be addressed

Telephone

When you telephone Council you can expect:-

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- Between 8.30 to 5.00 pm a staff member will promptly answer your call in a friendly manner, using a consistent greeting clearly identifying ourselves , We will provide an 'After Hours' service to accept your emergency telephone calls outside the above times
- We will listen carefully, establish your concerns, note them and act on them accordingly making every effort to reduce the number of transferred calls
- If we need to transfer your call, we will pass on any details that you have already provided
- Your call will be returned within 2 working days, if your inquiry is not immediately resolved
- We will keep you appropriately informed on the progress of an issue
- Try to direct you to the correct service provider, when the service you are seeking is not provided by the Council.

Written Communication

When you write to Council we will:-

- Write our reply using plain language, providing a complete, accurate and precise response to your query
- Acknowledge or reply to your correspondence within 10 working days or advise when a full response will be provided if we cannot respond in this timeframe
- Include the name and telephone number of the contact officer in our correspondence

Customer Request Management (CRM): Complaint and Requests for Services will be managed and recorded in Councils infoexpert System and we will take action within established standard timeframes to rectify issues, problems or services.

OUR STAFF

- We aim to have professional and well-trained staff assist you
- Council is committed to its recruitment, selection and retention strategies to ensure the right people are employed to assist you.

We ask our customers to:

- Treat our staff with the same courtesy and respect that we show them.
- Behave appropriately, avoiding the use of threatening language and respect the right of other customers
- Provide accurate and complete information in order that their opinion, concern or complaint can be readily understood
- Keep us informed of any changes to personal details
- Make appointments for complex enquiries or if they need to see a specific officer

HAVE YOUR SAY

Council values your feedback because it helps us to improve our service and stay in touch with your needs. If you are pleased with our service, let us know so we can recognise and reward our staff. If you are dissatisfied, we will take your complaint seriously and try to resolve it as quickly as possible.

5. PROCEDURE FOR COMPLAINTS

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Council has a complaints management policy and procedure. This procedure should be followed in relation to all complaints.

6. RESPONSIBILITIES UNDER THIS CHARTER

The Chief Executive Officer, Directors, Team Leaders and staff are responsible for ensuring that this Charter is understood and standards are met by all councillors and staff.

7. RELATED LEGISLATION

Local Government Act 2009

ISO AS 10002-2006 Customer service Standards for Organisations.

Local Government Regulation 2012

8. REVISION HISTORY

Version	Adopted Date	Policy Title	Responsible Officer	Authorised By	Next Review Date
1	23 June 2020	Customer Service Charter	Director of Corporate services	Chief Executive Officer	June 2024

10. AUTHORISATION & RESOLUTION

This Charter bearing my initials was duly adopted by Council as McKinlay Shire Council Complaint Management Policy on the 24 June 2020 by Council Resolution xxx/1920. This shall hereby supersede all previous policies of the same intent.

Chief Executive Officer

____/____/____
Date

THIS CHARTER IS TO REMAIN IN FORCE UNTIL OTHERWISE DETERMINED BY COUNCIL.

Officer responsible for review: Director Corporate and Community Services
Current adoption: June 2020
Previous Adoption: N/A
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