

Policy Reference Number:	1.1
Classification:	General
First Issued/Approved:	
Review Frequency:	After the general election – every 4 years
Last Reviewed:	12 August 2014 (Res 40/2015) 13 January 2015 (Res 269/2015) 15 January 2019 (res 276/2019)
Next Review Date:	January 2020
Responsible Officer:	Chief Executive Officer
Applicable Legislation:	<i>Local Government Act 1999</i>
Relevant Policies:	
Related Procedures:	
Compliance Standard:	

Purpose

The purpose of the policy is to provide guidance to employees on the manner, method and mode of working with customers and to support the standards and values of the District Council of Robe.

Principles

Council must provide the local community with appropriate and accessible, well designed and coordinated customer services which meet the expressed needs of the community.

Services must strive to be:

- Relevant, appropriate and accessible
- Responsive to customer needs
- Delivered equitably, efficiently and affectively

There shall be no discrimination based on disability, age, gender, sexuality, culture, belief or language, in any of the Council's services, programs of facilities or by any other organisation which the Council supports.

Definitions

“External Customers” are defined as:

- Members of the community and district of the District Council of Robe
- Business interests within Council
- Users of any service or facility provided by the Council
- Visitors to the Council area
- State and Federal Government Departments and agencies
- Members of the public who have an interest in the District Council of Robe

“Internal Customers” are defined as:

- Elected Members representing the District Council of Robe
 - Any employees or volunteer working for the Council on a permanent or temporary basis or a consultant or contractor who is engaged by the Council.
- “Effective”** refers to how well the desired outcomes are achieved.

“Efficiency” refers to the application of resources, costs and timelines to achieve the outcome.

“Equitable” refers to services being available fairly and without prejudice.

“Customer Service Standards” refer to corporate and departmental standards which articulate the level of services to be provided.

Objectives

To promote responsible, efficient and effective services through appropriate customer service strategies and practices.

To provide a framework that will support a consistent and equitable approach to the delivery of services to customers, throughout the organisation.

Policy Statement

Council will;

- Develop and maintain organisational strategies, systems and procedures that aim to provide consistently high standards for the delivery of services to customers.
- Establish Customer Service Standards and Service Level Agreements which will be measures, reported on, and continuously reviewed for appropriateness and relevance.
- Provide appropriate employees with training and development opportunities which are designed to support Council’s customer service focus.
- Actively seek to identify customer needs through consultation and other means.

“Customer Service Standards”

As an employee of the District Council of Robe I will:

- Greet customers politely, behave in courteous, open manner and actively listen to my customer.
- Acknowledge or respond to correspondence accurately and in a timely fashion.
- Answer the telephone promptly.
- Respond to telephone messages and acknowledge or answer email messages.
- Ensure that when referring enquiries all relevant information is given to the next staff member.
- Acknowledge the presence of a customer immediately and respond to personal enquiries as soon as is practicable.
- Keep customers informed of outcomes or person managing the process.
- View complaints as a positive opportunity for improvement.
- Be identifiable as an employee of the District Council of Robe, with neat, tidy and professional appearance and appropriately dressed for the work being done.
- Ensure the public areas of Council building and facilities are identified as part of the Council, and these areas are will maintained, clean, safe, welcoming and accessible by all members of the community.

Customer Service Standards Measures

<u>STANDARD</u>	<u>MEASURE</u>
Greet customers politely, behave in a courteous, open manner and actively listen	Customer suggestion/complaint form
Acknowledge or respond to correspondence accurately and in a timely fashion	Customer suggestion/complaint form
Answer telephone promptly	Customer suggestion/complaint form
Respond to telephone messages and acknowledge or answer email messages	Customer suggestion/complaint form
Ensure customers do not have to repeat enquiries if passed to another staff member	Customer suggestion/complaint form
Acknowledge the presence of a customer immediately and respond personal enquiries as soon as is practicable	Customer suggestion/complaint form
Keep customers informed	Customer suggestion/complaint form, Community Newsletter
View complaints as a positive opportunity for improvement	Customer suggestion/complaint form
Be identifiable as an employee of the Council, with neat, tidy and professional appearance and appropriately dressed for the work being done	Local Government uniform to be worn as often as practical.
Ensure that public areas of Council buildings and facilities are identified as part of the Council, and these are maintained, clean, safe, welcoming and accessible by all members of the community	Office cleaned weekly. Random check of reception area by administration staff.

Behaviour

Relates to how I treat my customers

I will; Greet customers politely, behave in a courteous, open manner and actively listen to my customers.	This means; Acknowledging and then greeting as quickly as I can, establishing and using their names, listening to the customer asking questions and confirming details.
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Communication

Relates to how I interact with my customers

I will; Acknowledge or respond to correspondence accurately and in a timely fashion	This means; Acknowledge or respond to correspondence within 7 days. If a matter cannot be resolved the customer should be advised either by letter, email or telephone, of the likely finalisation period and if appropriate, the procedure that will be followed.
Answer the telephone promptly	Answering the telephone within 5 rings ensuring

Respond to telephone messages and acknowledge or answer email messages	that other answering options are in place if the telephone cannot be attended to immediately, such as voicemail or diversion to another person and, most importantly, not ignoring a telephone that is ringing.
Ensure that when referring enquiries all relevant information is given to the next staff member	Returning telephone calls and acknowledging or finalising email that requires a response or action, within 1 working day or, for an extended absence ensuring that another person responds to messages and checks emails on my behalf or a leave rule is applied to my mailbox.
Acknowledge the presence of a customer immediately and respond to personal enquiries as soon as is practicable	Providing relevant information already gained from the customer to the staff member who will be responding to the enquiry.
Follow enquiries through to completion	Acknowledge personal customers immediately and within 2 minutes, or upon delay, acknowledging the presence of the customer and advising them how long he/she will have to wait.
Keep customers informed	Taking responsibility where possible to ensure that the customer gains a satisfactory outcome or if transferring the enquiry that the customer is aware of the name the person, the section and contact details of the person concerned.
View complaints as a positive opportunity for improvement	Ensuring that customers are aware of the time period or of the processes involved in resolving their query.
	Ensuring that all complaints are recorded and acted upon, and wherever possible action is taken to review and/or improve the process involved.

Personal Presentation

Relates to how I present myself to my customers

I will; Be identifiable as an employee of the Council, with a neat, tidy and professional appearance and appropriately dressed for the work being done	This means; Wearing the corporate wardrobe and ensuring that my personal presentation presents a professional image to the customers.
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Personal Presentation

Relates to how I present my customer service, community and public areas, my vehicles and equipment

I will; Ensure that public areas of Council building and facilities are identified as part of the Council, and these areas are well maintained, clean, safe, welcoming and accessible by all members of the community	This means; Ensuring that appropriate corporate and directional signage is installed, maintenance and safety issues are reported and actioned, and that clear access to service areas is provided.
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Procedure for Processing Customer Enquiries

Customer

Customer contacts Council employee by phone, email at customer counter (face to face) or by correspondence. Message is taken and is translated onto Customer suggestion/complaint form.

MESSAGES AND COUNTER ENQUIRIES AND COMPLAINTS

A complaint is a request whereby an action is required.

A message is a call back or enquiry concerning Council's services.

Procedure for complaints received

When a complaint is received over the phone or verbally a Customer suggestion/complaint form is completed.

The Customer suggestion/complaint form is provided to the Records Officer and entered into Council's electronic records management system. Complaints received in writing or via e-mail will also be provided to the Records Officer and entered into Council's electronic records management system.

The Records Officer will allocate the Customer suggestion/complaint form/customer letter/customer e-mail to the appropriate officer for action/response via the electronic records management system.

The appropriate officer will carry out the action/response and also finalise the record in Council's electronic records management system.

The Customer suggestion/complaint form/customer letter/customer e-mail will remain open in Council's electronic records management system until the action/response is finalised.

The Records Officer will provide information to the Deputy CEO on the number of outstanding items in Council's electronic records management system for individual officers so that timely responses to customers can be monitored.

FURTHER INFORMATION

This policy will be available for inspection at the Council offices listed below during ordinary business hours and available to be downloaded, free of charge, from Council's internet site: www.robe.sa.gov.au

Royal Circus, Robe SA 5276

Copies will be provided to interested parties upon request. Email council@robe.sa.gov.au

Any grievances in relation to this policy or its application should be forwarded in writing addressed to the Chief Executive Officer of Council.

POLICY REVIEW

This policy may be amended at any time and must be reviewed at least every four years since its adoption (or latest amendment).