

2015

Citizen and

Customer Contact

Charter



The Citizen and Customer Contact Charter represent a commitment from Council and its staff to deliver high quality services to its community members.

It specifies the quality of service delivery Council aims to deliver and then the steps you can take if our service standards and corporate values are not met.

This Contact Charter, along with the various feedback mechanisms available to customers and community members, will help Council maintain strong and valued relationships with all its citizens, customers and stakeholders.



Birthplace of Our Nation

There are six (6) citizen and customer service standards, which provide a benchmark for minimum performance to service and apply to all areas of Council. These standards apply within Council's working hours.

CITIZEN AND CUSTOMER SERVICE STANDARDS

For Tenterfield Shire Council

<p>1.</p>	<p>Written Correspondence:-</p> <p>All correspondence addressed to Council, including correspondence addressed to Councillors will be opened and registered in Council's electronic document management system. Any correspondence marked Confidential or Personal will be forwarded unopened to the Addressee.</p> <p>All mail addressed to Councillors is recorded in a Register of Councillor's Incoming Correspondence and a notation is made of the action taken.</p> <p>When you write or email Council, we aim to:</p> <ul style="list-style-type: none"> • Respond to you within fourteen (14) working days. • If we cannot complete your request within that time an expected completion date will be supplied with an acknowledgement of your correspondence. • This acknowledgement can be in written form, facsimile or email.
<p>2.</p>	<p>Telephone Responsiveness:-</p> <p>When you telephone Council, we aim to:</p> <ul style="list-style-type: none"> • Answer your call within 15 seconds
<p>3.</p>	<p>Telephone Service Quality:-</p> <p>When you telephone Council we aim to provide service in accordance with twenty (20) criteria (see next page).</p>
<p>4.</p>	<p>Telephone Call Back:-</p> <p>When you request an officer return your call and you leave your contact and call details, we aim to return your call within two (2) working days.</p>
<p>5.</p>	<p>Requests for Action:-</p> <p>When you lodge a request for action we aim to:</p> <ul style="list-style-type: none"> • Provide a response within the relevant service standard for the service you requested.
<p>6.</p>	<p>Lodgement of Complaints:-</p> <p>When you lodge a complaint we aim to:</p> <ul style="list-style-type: none"> • Provide a response within the relevant service standard for the service you requested, as per Council's Complaints & Unreasonable Conduct Policy.

TELEPHONE SERVICE STANDARDS

The Twenty (20) elements in Council's Telephone Service Standards are listed below:-

When you telephone Council, we aim to:-

1. Respond to your call within 15 seconds.
2. State my name and greet you in a friendly, welcoming manner.
3. Provide you with assistance.
4. Answer your enquiry at first point of call if possible.
5. If unable to assist you, record your details and clarify the facts.
6. Transfer your call to an appropriate Department and officer.
Provide you with the Department name and name of the officer.

Before placing you on hold or transferring your call (if required) we aim to:-

7. Provide you with an explanation and ask permission to place you on hold.
8. Inform you before transferring you
9. Provide the new officer with the details of your enquiry so you don't have to repeat yourself.

Before completing the call we aim to:-

10. Check if you are satisfied with the response to your enquiry.
11. Offer you any further assistance.
12. Complete your call in a pleasant manner.

General Service enhancements we aim to:-

13. Use your name at some point in the call to build on rapport.
14. Project a voice which sounds happy and friendly.
15. Speak clearly, politely, articulately and succinctly.
16. Listen without interrupting.
17. Empathise with you and project an active interest in assisting.
18. Provide complete information/response/solution/direction.

If Relevant officer is not available we aim to:-

19. Offer to have the relevant officer return your call.
20. Provide you with the contact details of the relevant officer, if follow-up is required.

RIGHTS AND RESPONSIBILITIES

If you are not satisfied with the service provided by Council, it is important that you tell us. We will treat your feedback seriously, treat all parties to the complaint with impartiality and provide you with written reasons for the decisions made.

You are entitled to expect:-

- Access to information under the Government Information (Public Access) Act 2009.
- A right to the provision of commonwealth anti-discrimination law.
- A review of decisions you are dissatisfied with.
- Equitable access to Council's program and services.

You can help Council provide a better service and answer your criticisms by:-

- Providing timely, honest, complete and accurate information.
- Treating our staff with courtesy and respect.
- Meeting any reciprocal obligations in the service relationship.