



# Customer Service Charter

Tenterfield Shire Council is committed to providing quality customer service to residents, businesses and visitors. Our Customer Service Charter identifies our commitment to a great customer experience across all contact points within Council and helps to define how we will undertake activities involving customer relationships.

## Our Commitment to Customer Service

### In all our dealings we will...

- Take personal ownership for customer satisfaction;
- Treat customers courteously and act in a professional and helpful manner;
- Show respect and acceptance, with an open minded approach;
- Provide accurate, relevant and timely information;
- Keep you informed as your matter progresses;
- Apologise and inform you if we get it wrong.

### When you call us, we will...

- Answer calls as quickly and efficiently as possible;
- Deal with the call, redirect the call or take an accurate message as appropriate;
- Provide you with an opportunity to leave a voice message when calls cannot be answered personally;
- Return your call as soon as possible.

### When you visit us, we will...

- Deal with all enquiries accurately and efficiently;
- Listen carefully to your needs by asking pertinent questions, taking notes and confirming details;
- Endeavour to satisfy your enquiry at the time of your visit. When enquiries of a technical or specialised nature are made, an appointment will be made to discuss the matter with the appropriate officer.
- Ensure all customer service officers are professionally attired and identified by name badges and /or personal introduction.

### When you write to us, we will...

- Acknowledge and respond to letters and emails, directed to council's contact channels within (21) working days of receipt;
- Contact you if there is a delay in meeting the nominated time frame;
- Deal with all correspondence as promptly as possible and write in clear, concise language that's easily understood.

## Customer Service Requests

Customer Service Requests are requests for Council to take action on matters, such as tree clearance, road maintenance, barking dogs and town maintenance. These requests should be made to the Customer Service team, who will log your request and forward it to the appropriate staff member for action. The Customer Service team will require your contact details and accurate details of where the service is to be provided.

### When handling requests for service by telephone, letter, email or personally we will...

- Respond to the customer within (21) working days after investigative action has been completed, if the request indicates a response is required;
- Service requests relating to blocked/overflowing sewerage, broken water mains should be actioned on a priority basis depending on available resources;
- Ensure all requests are processed in accordance within standard time frames and documented procedures.

## Helping us to help you

### To help us to meet these commitments, we ask our customers to...

- Be courteous, polite and respectful to our employees;
- Use council's official channels for customer requests, complaints and compliments;
- Respect the privacy, safety and needs of other customers;
- Be open and honest with us and provide accurate and complete details when contacting us;
- Let us know when your situation changes, for example, when your address or personal details change or your pet registration details change;
- Telephone to make an appointment for a complex enquiry or if there is a need to see a specific officer;
- Telephone the officer nominated in any correspondence sent to you and quote the reference details noted on the letter;
- Work with us to solve problems;
- Provide us with feedback so we know how we are performing and where necessary, can continue to improve our service.
- Help us recognise our employees by telling us when you have received excellent customer service.

## Treatment of your information

The way we treat your information is regulated under the State Records Act 1998, Privacy and personal Information Protection Act (PPIPA) 1998 and the Government Information (Public Access) Act (GIPA) 2009.

## Contact us

### To help us serve you better, contact us via

Our Online Services at [www.tenterfield.nsw.gov.au](http://www.tenterfield.nsw.gov.au)

Email: [council@tenterfield.nsw.gov.au](mailto:council@tenterfield.nsw.gov.au)

Telephone: 02 6736 6000 or 1300 762 400 (Landline only)

Mail: PO Box 214, Tenterfield NSW 2372

In Person: 247 Rouse Street, Tenterfield

Phone Hours: 9.30am - 4.00pm weekdays

Front Counter: 9.30am - 4.00pm weekdays