


POLICY NAME	Customer Service Policy	
Date Adopted	28 May 2025	
Resolution Number	72/25	
Policy Custodian	Director of Corporate Services	
Policy Development Officer	Manager Finance and Technology	
Review Date	May 2027 (2 years)	
Relevant Legislation	<i>Local Government Act (NSW) 1993</i> <i>Local Government (General) Regulation (NSW) 2021</i>	
Related Documents	Customer Service Charter and Standards Tenterfield Shire Council's Code of Conduct 2020 Tenterfield Shire Council Procedures for the Administration of the Code of Conduct Feedback and Complaints Procedure	

POLICY OBJECTIVES

The objective of this policy is to outline Council's commitment to customer service that is consistent, professional, and ethical.

POLICY SCOPE

This policy applies to all employees, volunteers and nominated contractors of Tenterfield Shire Council.

POLICY STATEMENT

Tenterfield Shire Council strives to consistently deliver quality support, assistance, and satisfaction through personalised, respectful and efficient interactions, focused on understanding and addressing customer's needs.

Council's staff will be professional at all times and provide:

- Courtesy in all circumstances,
- Accuracy in what they do,
- Accountability for the quality of service they deliver,
- Integrity in all their dealings, and
- Consideration for the needs of the customer.

Understanding Customer Need and Expectation

Council is committed to better understanding the needs and expectations of our customers and will enhance this understanding by:

1. Conducting periodic community surveys to gather feedback regarding Council's services.
2. Providing opportunities for direct customer feedback after interacting with Council.
3. Involving the community in dialogue about providing services and planning for the future.
4. Maintaining a complaint handling system to identify, respond to and rectify service failures and unsatisfied expectations.
5. Establishing and reporting on Customer Service Key Performance Indicators and standards to measure and monitor customer service performance.

Customers who are rude, abusive, or aggressive

Rude, abusive, or aggressive behaviour may include rude or otherwise vulgar noises, expressions or gestures, verbal abuse of a personal or general nature, threatening or offensive behaviour, physical violence against property or physical violence against a person.

If, in the opinion of any council worker, rude, abusive, or aggressive comments or statements are made by a customer, the worker will:

1. Inform the customer if the behaviour continues the communication / interaction with them will be terminated.
2. Terminate the communication / interaction if the rude, abusive, or aggressive behaviour continues after a warning has been given.

Where a communication / interaction has been terminated with a customer the council worker must notify their relevant supervisor of the details as soon as possible.

Feedback and Complaints

An effective feedback handling system is an essential part of providing quality service. It is a measure of "customer" satisfaction. It provides positive feedback about aspects of the service that work well and is a useful source of information for improvement.

Complaints and compliments are welcome feedback to Council to assist in the planning process and the improvement of Council's systems, policies and procedures.

LODGING FEEDBACK

These may be lodged with Council:

- In person,
- By Telephone,

- By Email,
- By Letter.

The feedback should detail the name, address and contact phone numbers of the contributor together with a description of the feedback and desired outcome (if any).

Feedback about a staff member, contractor, volunteer or Councillor will only be accepted in writing and may need to be referred to Council's Code of Conduct procedures. Any Councillor in receipt of feedback must refer the matter directly to the General Manager.

The Public Officer

Council's Public Officer is charged with the responsibility of dealing with feedback from the public concerning Council's affairs. Council's Director of Corporate Services holds the position of Public Officer.

Should the Public Officer determine that a complaint will not be investigated, the complainant will be advised of the reason for this decision.

Anonymous Complaints

The General Manager or the Public Officer will determine whether an anonymous complaint will be investigated dependent upon the seriousness of the complaint and provided there is sufficient information in the complaint to enable an investigation to be conducted, or whether there is a statutory requirement for identification of the complainant.

Serious Complaints

All complaints, including those received verbally or anonymously, alleging corrupt conduct, pecuniary interest breaches, improper use of position, criminal action or maladministration are to be referred immediately to the General Manager. If the allegation relates to the General Manager, the matter must be reported to the Mayor. Complaints of this nature will be dealt with in accordance with Council's Code of Conduct.

Confidentiality

Council will not disclose the identity of a complainant should the complainant request their details remain confidential.

PRIVACY

In accordance with Privacy Code of Practice and Council's Privacy Management Plan, personal information collected as a consequence of this policy will only be used for the purpose of the Policy and will not be used for any other purpose or disclosed to any other person unless we are required by law to do so or authorised to do so by the person whom that personal information relate.

POLICY DEFINITIONS

Term	Definition
External Customers	Individuals and organisations to which Council provides service. Customers include ratepayers, ratepayers, asset users, consultants, developers, government departments and visitors to the Tenterfield Shire.
Internal Customers	Other Council departments and Council workers, volunteers and elected Councillors.
Customer Service	The assistance and support provided by Council to those people who require our products and services. This support extends to both before and after they use Council's services and products.
Professionalism	A combination of behaviours, attitudes and characteristics that demonstrate respect, reliability, and competence in a professional setting.
Complaint	An expression of dissatisfaction or objection with the Council's level and quality of service or policies or procedures.

VERSION CONTROL & CHANGE HISTORY

Complaints and Unreasonable Conduct Policy

Version	Date	Modified by	Details
V1.0	26/09/12	Council	Adoption of Original Policy (Res No. 384/12)
V2.0	28/03/07	Council	Review/Amended (Res No. 137/07)
V3.0	26/02/14	Council	Review/Amended (Res No. 23/14)
V4.0	23/08/17	Council	Review/Amended (Res No. 168/17)
V5.0	24/02/21	Council	Review/Amended (Res No. 29/21)
V6.0	26/10/22	Council	Review/Amended (Res No. 222/22)

Exclusion for Disruptive or Abusive Citizens and Customers Policy

Version	Date	Modified by	Details
V1.0	26/02/14	Council	Adoption of Original Policy (Res No. 24/14)
V2.0	23/08/17	Council	Review/Amended (Res No. 168/17)
V3.0	24/02/21	Council	Review/Amended (Res No. 29/21)
V4.0	26/10/22	Council	Review/Amended (Res No. 222/22)

Customer Service Policy

Previous Versions	Date of Adoption by Council	Resolution #	Author/Editor	Summary of Changes
V1.0	26/09/12	385/12		Adoption of original Policy
V2.0	24/06/15	191/15		Review/Amended
V3.0	23/08/17	168/17		Review/Amended
V4.0	24/02/21	29/21		Review/Amended
V5.0	26/10/22	222/22		Review/Amended
V6.0	28/05/25	72/25	Acting Manager Finance & Technology	Amalgamation of Exclusion for Disruptive or Abusive Citizens, Complaints and Unreasonable Conduct Policy and Customers Policy