

DISTRICT COUNCIL OF PETERBOROUGH

CUSTOMER SERVICE CHARTER - SUMMARY



Our responsibility to you – at all times we aim to:

- Treat customers courteously and with respect
- Deal with customers in a polite and helpful manner
- Listen to customers and take their views into account
- Provide customers with necessary and relevant information

We are committed to working in partnership with you, our community, to deliver excellent service through dedication, innovation and continuous improvement

Council's General Service Standards

1. In General

- We will respect our customers.
- We will provide prompt, friendly, courteous and efficient customer service and at all times remain professional.
- We will take ownership of your enquiry, follow-up and keep you informed of progress to completion.
- We will be realistic about what we can do and in what time frames.
- We will provide you with accurate and consistent information.
- We will show respect for your privacy in your dealings with us and the confidentiality of information discussed.
- We will strive to excel in providing excellent customer service through continuous improvement, customer surveys and identification of new technologies to assist in the customer experience.
- We will actively seek your feedback on our services.

2. Face to Face

- Our frontline customer service employees will wear a name badge for ease of communication and identification.
- We will listen to you and discuss your requirements fully.
- We will endeavour to satisfy your request at the time of your visit. When enquiries of a technical or specialised nature are made to our customer service staff, the information will be passed on to the appropriate officer, and if necessary an appointment will be made to discuss the matter.

3. Over the Telephone

- We will endeavour to answer your call within 5 rings.
- If the person you are contacting is unavailable, where possible the call will be forwarded to someone who can assist, or return back to reception for further assistance.
- Enquiries will not go unanswered. We will return your telephone enquiry including voicemail messages within 2 business days.
- We will advise you of any delays and offer suitable options or offer to return your call.
- We will introduce ourselves using first names.
- We will take personal responsibility for, and ownership of, your enquiry to reduce transferred calls.

4. In Writing or Email

- We will write to you in clear, concise language that is easily understood.
- We will respond to your letter or e-mail of general correspondence within 5 to 10 business days of receipt, once recorded in Council's record management system.
- If your enquiry requires in-depth research or follow-up that will take longer than 5 to 10 business days, we will acknowledge your correspondence, and where possible, provide an expected completion date and details of the employee responsible for the response.

5. Via the Internet or Social Media

- We will endeavour to maintain our website pages and social media platforms with relevant and up-to-date information that is easily understood and accessible.

We aim to make contact with Council a positive experience, through seeking to provide information quickly, courteously and in a clear and understandable manner

Measuring and Improving the Quality of our Service - We will measure and improve the quality of our service by:

- Obtaining feedback from the community using customer service surveys and by our direct dealings with customers.
- Implementing quality training and appropriate coaching activities for our staff.
- Using effective internal systems, statistics and corporate reporting to measure our performance.
- Recognising our staff for customer service delivery excellence.

Helping us to Help You - You can help us to meet our commitments to you by:

- Being courteous, polite and respectful of our employees.
- Respecting the rights of, and provide courtesy towards other customers.
- Being open and honest with us by providing accurate and complete details when contacting us, in a calm manner.
- Letting us know when your situation changes, for example, your address or personal details change or your dog or cat registration details change.
- Contacting the Council to make an appointment if you have a complex or technical enquiry, or need to meet with a specific employee.
- Contacting the employee referred on any correspondence sent to you and quoting the reference number – if applicable.
- Using appropriate channels for customer requests, complaints and compliments.
- Working with us to help solve problems.
- Not consuming unwarranted amount of Council resources.
- Telling us where we fall short on our service in any aspect so that we may improve our services to you.
- Helping us recognise our employees by telling us when you have received excellent customer service.
- If you don't know, ask one of our employees.

Abusive Customers

- Where the customer is personally abusive or uses bad language, the communication may be terminated immediately by the officer.
- If face to face, the officer may walk away.
- If by telephone, the officer may terminate the call.
- If in an email, the address may be blocked or not responded to.
- The Chief Executive Officer may decide to limit or cease responses to any person who is abusive and/or derogative in their communication with Council or who fails to accept that Council has done all that it can reasonably do to assist. A decision of this nature will be communicated in writing to the person.
- If an officer feels threatened by the language or behaviour of the customer, the Police may be notified.

Complaints

Council's Complaints Policy defines a complaint as:

"An expression of dissatisfaction with a product or service delivered by the Council or its representatives that has failed to reach the standard stated, implied or expected. This includes complaints about a service that has been, or should have been delivered."

Where Council has failed to meet the normal standards for a service which has been, or should have been delivered, the Complaints Policy and the associated procedures apply. Where ambiguity exists, Council will deal with a matter as a request for service, rather than a complaint, in the first instance.

Vexatious Complaints

All complaints received by Council will be treated with the utmost seriousness, however if a complaint is found to be malicious, frivolous or vexatious, no further action will be taken on the complaint. The customer will be informed of this decision in writing by the Chief Executive Officer.

Council can be contacted by:

Mail: PO Box 121, Peterborough, SA 5422

Email: council@peterborough.sa.gov.au

Phone: 08 8651 3566

The complete Charter is available at: www.peterborough.sa.gov.au under Our Council, Reports/plans