


## COUNCIL POLICY

Customer Service Charter	<b>Adopted By Council:</b>	23/06/10	
	<b>Date/s Revised:</b>	09/02/11	
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	<b>Document No:</b>	CP006	
	<b>Directorate:</b>	Governance & Community	
	<b>Responsible Officer:</b>	General Manager Governance & Community	

### CONTEXT

Council has adopted a Customer Service Charter which sets out in plain language the services provided by Council, the standard of those services, how service levels will be measured and what customers can do if the stated service levels are not met.

### POLICY

It is Council policy to promote and operate in accordance with the following Customer Service Charter:

#### 1. Why a Customer Service charter?

The Queenscliffe Council Customer Service Charter sets out Council's service standards and explains what you – as our customer – can do if we have not delivered a service to that standard.

The Queenscliffe Council Customer Service Charter has been developed to further build and enhance relationships and partnerships with our community and customers, and to enable a system for continuous improvement to our levels of customer service.

#### 2. Who are our customers?

Our customers are any person or any organization that has any form of dealings with Council. This includes residents, ratepayers, shopkeepers, business operators, Council staff, contractors and elected members.

#### 3. What do we ask of you?

- To treat our staff with mutual respect.
- To respect the rights of other customers.
- To provide accurate and complete information in your dealings with us.
- To respect the community in which we live.
- To work with us to solve problems.

#### 4. How will we measure our service?

- We will report quarterly on our service levels.
- We will regularly survey our community.
- We will invite written feedback at all Council customer service points.

## 5. What can you expect from Queenscliffe Council:

- We will have our customer service counters attended at all times.
- We will answer and return telephone calls promptly.
- We will greet you in a friendly way and identify ourselves.
- We will respect, listen and respond to your concerns within service standards.
- We will communicate clearly, accurately and in plain language.
- We will keep you informed of the progress of your enquiry.
- We will respect your privacy.
- We will be helpful and sensitive to your needs.
- We will support our community's cultural diversity
- We will work with you to solve problems, and refer you to an appropriate organisation if we are unable to meet your request.

## 6. Complaints

"Complaints" are different from "Requests For Service".

A "complaint" results if you are not satisfied with our service standards in any respect, or if we have made a mistake. If this happens, please bring your complaint to us directly so that we can resolve the issue, and improve our service for the future. All complaints will be registered.

Our Complaints Handling Procedure guides how we deal with your complaint. All staff are responsible for dealing with complaints relating to their area. You may contact the staff member who is dealing with your request and they will work with you so that the matter can be resolved.

A complaint can be made by phone, in person, in writing or by email. We will try to resolve the complaint as quickly as possible and get back to you by your preferred method of response. Whilst most problems can usually be resolved quickly, there are times when detailed investigation is required.

If it will take time, we will keep you informed of the progress of your complaint.

If your complaint is a particularly serious or complex matter, please put it in writing and address it to the Chief Executive Officer who will personally arrange for the appropriate person to deal with it, and respond to you.

The Mayor and/or Councillors may also be contacted regarding your complaint. If you are then still not satisfied with our resolution to your complaint, you can contact the Victorian Ombudsman or Local Government Victoria as appropriate.

## 7. Service Standards

Required Service	Our Standard
Answer your telephone call	Within 5 rings
Staff will be friendly, helpful & courteous	All of the time
Reply to general correspondence	Within 1 week
Respond to general requests	Within 1 week
Keeping you informed	In a timely manner via rates newsletter, media releases, community notice board & web site
If Council can't provide the service you require, we will endeavor to refer you to where service may be available	100% of the time
Dogs: Respond to urgent dog requests	7 days a week

Environmental Health: Respond to food complaints that pose an immediate health risk	Within 24 hours
Roads & Footpaths Inspect & assess urgent requests about damage	Within 2 working days
Waste: Missed Garbage collection	Within 2 working days
Any Council related safety matter that places the community at risk	Immediately
Drainage issues: Inspect & assess urgent requests	Within 2 working days
Dumped Rubbish: Inspect and collect	Within 5 working days
Noise: General - Respond and investigate Urgent - Respond and investigate	Within 5 working days Immediately

#### **OTHER REFERENCES**

Nil

END