Shellharbour CITY COUNCIL

DRAFT CUSTOMER SERVICE CHARTER



Shellharbour City Council (Council) strives to provide a positive experience to customers at every opportunity.

Council is committed to delivering programs and services with a strong focus on exceptional customer service. Our staff is committed to being open, honest, fair and accountable in all our dealings with Customers and strive to provide timely, efficient and consistent services.

The Customer Service Charter outlines standards we will use to deliver professional, reliable and consistent customer service that meets your expectations. Customer service is everyone's responsibility and we will hold each other accountable in our service commitment.

Our customers

A customer is a person or organisation that has any form of interaction with Council for information, goods, services or transactions. This includes residents, property owners, business operators, consultants, Council staff, contractors, other Government agency representatives, developers, Councillors, elected representatives and visitors.

Our commitment to you

We will:

- act in a way that reflects and upholds our core values - Collaboration, Accountability, Integrity, Respect, Sustainability
- listen and respect your issues and concerns
- set clear expectations and deliver on those commitments
- be professional, respectful and courteous
- train our staff to deliver information and services
- provide clear and concise information in a timely manner
- recognise and respond to the diverse needs of our community and act with proper regard and sensitivity
- actively measure and monitor our performance against the Customer Service Standards

Customer Service Standards

When you contact us by phone, we will aim to answer your enquiry the first time to minimise transferred calls.

If we are unable to resolve your enquiry the first time, we will transfer or forward your enquiry to an appropriate staff member.

We will provide a 24 hour phone service for urgent, after-hours calls.

If you call in to see us, we will:
- greet you with respect, courtesy and dignity
- identify ourselves so that you know who you are talking to
- where possible, put you in direct contact with the staff member best able to respond to your enquiry
- aim to answer your enquiry at first point of contact

If we are unable to resolve your issue at the first point of contact, we will:
- forward your enquiry to the appropriate staff member who will contact you with a response no later than the close of business the next working day; or
- if necessary, arrange an alternative meeting time that suits you

If you write to us, we will:
- respond in language that is clear, concise and easily understood
- respond to correspondence using appropriate means and ensure that accurate records are maintained

If you see us in the field such as parks, beaches and sportsgrounds, we will:
- put your safety and that of our staff at the forefront of our interactions
- endeavour to assist you with your enquiry
- resolve your enquiry or provide details of an alternative contact person

Social media allows us to share accurate and timely information directly with our community. Council cannot guarantee a response to all posts made on its social media sites and therefore will post responses when considered necessary or appropriate.

More information is available in Council's Social Media Policy.

Council maintains a Customer Request Management (CRM) System that records, monitors and reports on requests we receive.

This service enables Customers to notify us of an issue, request an action, report faults, defects or hazards in Council infrastructure.

You can lodge a customer service request over the phone, in writing or on Council's website through the e-services portal.

Personal information

Council is committed to protecting the privacy of its Customers, business contacts, Councillors, employees, contractors and volunteers. Council complies with the Privacy and Personal Information Protection Act 1998 and the Health Records and Information Privacy Act 2002.

Council is committed to the privacy principles contained within these Acts and provides a Privacy Management Plan for staff members on proper information handling practices. Council's Privacy Management Plan also explains how your personal information will be treated and is available on the Corporate Policies section on our website.

How will we evaluate our performance?

We will benchmark ourselves against the following standards:

- Answer 80% of calls within 60 seconds at our Customer Service Centre;
- Return messages by close of business the following working day;
- Respond to your correspondence within 5 working days and provide ongoing updates until resolution;
- Refer your enquiry to another agency if we cannot provide the service you require in all instances;
- Acknowledge all Customer Service Requests within three working days. Notify of completion or provide an update within 14 days.

In addition we will:

- welcome your feedback
- conduct regular Customer Satisfaction Surveys
- use internal systems and reporting to measure our performance
- recognise our staff for excellent customer service delivery

Help us to deliver better service

To assist us in delivering quality Customer service we ask you to:

- treat staff with respect and behave in a courteous manner
- provide accurate and complete information and documentation
- quote reference numbers when contacting us about an existing application or query
- provide a daytime telephone number or e-mail address in your correspondence
- phone the officer nominated on any correspondence sent to you and quote the file number on the letter
- respect other Customers and community property
- acknowledge that Council is subject to strict governance and legislation that may result in decisions you do not agree with

Customer Satisfaction



Council is committed to being accessible and responsive to Customers. We welcome compliments, suggestions and complaints.

Compliments



We value your feedback and use it as an opportunity to learn and improve our service delivery.

Please tell us when we've done things well. It confirms that the service we are providing is a service that you value, and it helps us to recognise the efforts of our people.

Complaints



We have a formal Complaints Handling Policy which outlines standards and processes for actioning matters raised by Customers quickly and effectively.

This Policy can be accessed on our website www.shellharbour.nsw.gov.au or by calling our Customer Contact Centre on 4221 6111 during business hours

Contact us

Visit us: **Shellharbour Civic Centre**
76 Cygnet Avenue, Shellharbour City Centre
8:30am to 4:30pm – Monday to Friday

Phone us: **4221 6111** – available 24 hours per day

Email us: **council@shellharbour.nsw.gov.au**

Write to us: **The General Manager, Shellharbour City Council**
Locked Bag 155, Shellharbour City Centre NSW 2529

Website: **www.shellharbour.nsw.gov.au**

