

CUSTOMER SERVICE CHARTER

"Life as rich as the landscape"



STATEMENT:

The Council recognises and acknowledges the importance of providing excellence in customer services to the community, its residents and stakeholders.

SCOPE:

This Policy applies to all Councillors, Employees, Apprentices, Trainees and Contractors of the Shire of Kellerberrin.

OUR VALUES

Councils Vision:

To welcome diversity, culture and industry; promote a safe and prosperous community with a rich, vibrant and sustainable lifestyle for all to enjoy.

Core drivers identify what Council will be concentrating on as it works towards achieving Councils vision. The core drivers developed by Council are:

1. Relationships that bring us tangible benefits (to the Shire and our community)
2. Our lifestyle and strong sense of community
3. We are prepared for opportunities and we are innovative to ensure our relevancy and destiny

PURPOSE

The intent of this charter is to provide the guiding document for the Shire to meet its service provision obligations to the community, its residents and stakeholders. The development of this charter has taken into account the key factors impacting on customer service provision including, but not limited to, customer expectations, existing policy and legislation, identified risks and endorsed service delivery models.



INTRODUCTION

The Shire of Kellerberrin is committed to providing excellent services to our community. We will do this by striving to provide:

- Polite, helpful and respectful customer service;
- Our time and attention to address your enquiries;
- Services that are consistent and promptly delivered;
- Accurate information delivered in easy to understand language;
- Clear explanations for decisions made;
- Fair treatment in accordance with the Shire's legal obligations;
- Ease of access to feedback and complaint processes;
- Assistance to connect with other services within our community.

DEFINITIONS:

Customer is defined as any person, external and internal to this organisation, who approaches Councillors, Employees, Trainees and Contractors of the Shire of Kellerberrin, with a request for information or services.

Customer Advocacy is defined as an approach to customer service that has a customer centred focus. Customer Advocates are facilitators between the customers and the organisation.

Customer Service is defined as the direct provision of information or services to customers.

Customer Service Charter - this document details our commitment to delivering excellence in customer service to the community. This document clearly states the organisation's vision and values as well as customer service deliverables established by the Council.

OUR PROMISE TO YOU:

The Shire of Kellerberrin regards the provision of excellent customer services as a core strategic responsibility.

The Customer Service Charter is our commitment to the community to:

- Act with integrity, timeliness, efficiency and economy;
- Be open, available, accountable and transparent in our decision making;
- Treat others honestly, respectfully, fairly and in a timely manner;
- Provide accessible, consistent, accurate and relevant information and;
- Invite and be informed by community requests, suggestions and feedback.

WE WILL UPHOLD THE CUSTOMER SERVICE CHARTER BY:

- Adhering to Council policies, Shire procedures and the Code of Conduct.
- Complying with the Uniform and Dress Standards.
- Being polite and helpful.
- Being empathetic to customer concerns.
- Providing reliable information and advice in easy to understand language.
- Responding to and resolving enquiries in a timely manner.



RESPONSIBILITY

Elected Members will:

- Ensure guidelines for customer service delivery as stated in this Charter are current and relevant;
- Review the Charter on a periodic basis as required by changing community needs;
- Identify performance indicators for expected customer service outcomes, including expected levels of compliance and reporting periods;
- Support the CEO in the provision of excellence in customer service;
- Regularly review, with the CEO, performance against agreed standards to continuously identify opportunities for improvement.

CEO will:

- Endorse and support all standards documented in the Charter;
- Contribute to the regular periodic review of the Charter by:
- Engaging in regular, community consultation to ensure current and future customers' needs and requirements are reflected in organisational processes, systems and structures;
- Identifying opportunities for improvements to service delivery;
- Support other staff in the provision of excellence in customer service;
- Establish mechanisms to monitor compliance with the Charter across all areas of responsibility; and
- Establish processes to deal with failure to meet endorsed standards.

Employees, Contractors and Trainees will:

- Comply with the Charter
- Actively support others in compliance with the Charter
- Undertake training and performance management as required to provide excellence in customer service.
- Report to Managers as required on performance indicators for customer service.



SERVICES

In Person:

- Acknowledge the customer within 30 seconds if unable to attend immediately;
- Endeavour to serve customer within 5 minutes from first acknowledgement;
- Officers called to attend to technical enquiries should arrive within 5 minutes from callout or inform Customer Service if there will be a delay.

On the Phone:

- Answer phone within 4 rings
- Minimise time on hold by offering to call the customer back;
- Return/reply to voice mail messages within two working days;
- Use informed phone transfers to minimise customer's need to repeat their message.

In Writing (however received):

- Reply to basic information enquiries within 5 working days;
- Ensure referrals to external agencies occur within 5 working days;
- Acknowledge receipt of all other correspondence within 5 working days;
- Resolve and respond to technical requests within 21 working days;
- Complete application processes within 21 working days or as per specific business rules;
- Inform customers of any delays to decision-making. Update customer regularly if response will take longer than 21 working days.