



## **POLICY – CUSTOMER SERVICE**

<b>Version No.</b>	<b>Adopted</b>	<b>Resolution</b>
1	Council - 9 March 2016	2016/60
2	Council – 12 September 2018	2018/227

<b>Updated:</b>	Director of Finance & Corporate Strategy
<b>Version No:</b>	2.0
<b>Adopted:</b>	9 March 2016
<b>Review Date:</b>	30 August 2018

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## **INTRODUCTION**

Narromine Shire Council is committed to providing quality Customer Service that is equitable for all customers.

## **OBJECTIVES**

- To ensure that Council responds to customers in a courteous, consistent, timely and fair manner.
- To ensure that Council resources are used efficiently and effectively when dealing with customers.

## **AIMS**

Council aims to:

- Treat all customers with courtesy, impartiality and respect
- Assist customers with enquiries promptly and as completely as possible
- Listen carefully to customers
- Communicate clearly, accurately and in plain language
- Record all customers enquiries and requests
- Ensure that all personal information is kept confidential

## **SCOPE**

This policy applies to all Councillors, Council Staff, Volunteers and Contractors of Narromine Shire Council.

## **LEGISLATION**

Local Government Act 1993  
Local Government (General) Regulation 2005  
Privacy and Personal Information Protection Act 1998  
Health Records and Information Privacy Act 2002  
Government Information and Public Access Act 2009  
State Records Act 1998

## **RELATED DOCUMENTS**

Council's Complaints Handling Policy  
Council's Managing Unreasonable Complainant Conduct Policy

## **DEFINITIONS**

Customer	Shall mean any person or organisation that has any form of dealing with Council. This includes residents, ratepayers, business operators, Council Staff, Contractors, Volunteers and Elected Members.
Customer Service	Shall mean the assistance and advice provided by Council to its customers.
Complaints	Expression of dissatisfaction made to or about Council, its services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

## **Council's Commitment to Customer Service**

Council will:

- Greet you in a polite and friendly manner, and identify ourselves.
- Answer and return phone calls promptly.
- Treat you with courtesy and respect.
- Listen and respond to your concerns within service standards.
- Communicate clearly, accurately and in plain language.
- Act on our commitments in a timely manner.
- Value your privacy by treating all personal information confidentially.
- Be punctual for meetings and appointments.
- Work with you to solve problems and refer you to an appropriate organisation if we are unable to meet your request.

## **Council's Expectation of the Customer**

To assist Council to provide high quality customer service we request customers:-

- Provide accurate and complete information so we can respond appropriately to your enquiry.
- Respect the privacy, safety, needs and rights of other customers.
- Treat Council staff and Councillors with courtesy and respect.
- Provide us with feedback so we can improve our service delivery.
- Work with Council to solve problems
- Respect the community in which we live

## **Customer Relations**

It is expected that customers will engage with Council staff and Councillors in a courteous and polite manner. Likewise Council is committed to responding and engaging with customers in a courteous and professional manner.

However, if customers are abusive or use bad language, Council may cease engaging with the customer. If Council staff or Councillors feel threatened by inappropriate language or behaviour, the Police may be notified. The General Manager may decide to limit or cease responses to a customer if they continue to

be abusive or use bad language in their dealings with Council in accordance with Council's Managing Unreasonable Complainant Conduct Policy.

### Complaint Handling

All complaints will be dealt with in accordance with Council's Complaint Handling Policy.

### Council's Customer Service Standards

REQUESTED SERVICE	OUR STANDARD
Return your phone call	At the first opportunity however where information is not readily available, within 5 working days
Respond to enquiries on Council's website	Within 3 working days
Respond to general requests for service	Within 7 working days. Further evaluation of the urgency and risk will be made with timeframe altering depending on resource availability
Acknowledge written correspondence	Within 5 working days
Keeping you informed	Notify you if there is a delay in our service commitment within 10 working days
Complaint resolution	In accordance with Council's Complaint Handling Policy
Missed visits	A 'visit card' will be left with contact details following a visit to your residence if you are not home
<b>Dogs</b> Respond to urgent dog requests Respond to routine dog requests	24 hours Within 5 working days
<b>Environmental Health</b> Respond and investigate food complaints Respond and investigate noise complaints/ environmental nuisances	Within 5 working days Within 5 working days
<b>Safety</b> That places the community at a high risk That places the community at a medium risk	Immediately - within 2 hours 24 hours
<b>Development Applications</b> Determination of fully documented DA	40 days (60 days for designated and integrated development or development for which concurrence of another Authority is required).
<b>Finance</b> Payment of accounts	By due date
<b>Governance</b> Make available Council Meeting Agenda	Available 3 days prior to each Council meeting

## **Evaluating Council's Performance**

Council welcomes your feedback at any time. Your feedback helps Council monitor and improve its services.

### **Contact Details**

#### ***In Person***

Council's offices are open Monday to Friday from 8.30 am to 5.00 pm  
Chambers - 124 Dandaloo Street, Narromine  
Customer Service and Payments Centre - 118 Dandaloo Street, Narromine

#### ***By Phone***

6889 9999

#### ***By Fax***

6889 9998

#### ***By Email***

mail@narromine.nsw.gov.au

#### ***In Writing***

General Manager, PO Box 115, Narromine, NSW, 2821

### **Councillors**

Contact details for the Mayor and Councillors are located on Council's website  
[www.narromine.nsw.gov.au](http://www.narromine.nsw.gov.au)

Should you not be satisfied with Council's response, a review body such as the NSW Ombudsman may be able to assist you.

Visit - [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

Email - [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

Tel - 02 9286 1000

Fax - 02 9283 2911