



Customer Service Charter

Version 1.1

Adopted by Council
at its meeting on
Tuesday 13 November 2007
Minute No: O290 and 179

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Section:	Corporate Compliance
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Customer Service Charter

Policy Objectives

Tweed Shire Council is committed to striving to meet the needs of our ratepayers, residents and clients in a professional and ethical manner with courteous and efficient service.

We aim to:

- a) treat all people with respect and courtesy;
- b) listen to what residents/ratepayers have to say;
- c) respond to resident/ratepayer enquiries promptly and efficiently;
- d) act with integrity and honesty when liaising with residents/ratepayers/clients;
- e) consult residents/ratepayers and clients about service needs;

Standards Of Service

In Writing

WE WILL:

- Respond to correspondence received from residents, ratepayers and clients (written, faxed or emailed) within fourteen (14) days, in accordance with Response to Correspondence Policy.
- Where the correspondence cannot be responded to within 14 days will send an acknowledgement advice within the 14 days.

On the Telephone

WE WILL:

- Answer incoming calls quickly and efficiently and where practical within five (5) rings.
- Answer incoming calls by clearly and appropriately identifying ourselves in a friendly manner.
- Divert unanswered incoming calls to another member of staff or voice mail.
- Identify ourselves when making outgoing calls by name and council/division/branch, as appropriate, and shall clearly outline the purpose of the call.



In Person

WE WILL:

- Greet residents, clients and visitors upon arrival as quickly as possible.
- Assist you with your enquiry promptly and professionally in a helpful manner.
- Wear name badges and give you staff names who are relevant to your dealings.
- Attempt to contact persons to make an appointment where a visit to a resident/client external to Council facilities is required.
- Identify ourselves at the beginning of the Council visit and the purpose of the visit.

How can you help us?

If you can suggest ways in which we can deliver better service we encourage you to give feedback.