

GUESTBOOK - LEAVE A COMMENT

MAKE A SUBMISSION

Welcome to the Guest Book area for this project. Please feel free to leave a comment about either of the two Policies - Customer Experience Standards and Managing Unreasonable Customer Conduct - or your customer experiences with Council. All comments will be considered as submissions for this project.

CLOSED: This discussion has concluded.

I have read both draft Customer Experience Standards and Unreasonable Conduct policies. Both are very comprehensive and practical. Well done.

, 28 days ago

The policies look fine and reasonable, however I would like to see a process for escalation (next management level) if a matter is not dealt with by responsible officer. We have had such an instance recently where one of your rangers was too lazy to try and address a particular issue, just choosing to put it in the too hard basket. It was unacceptable and we pretty much gave up on the issue.

about 1 month ago

I believe your penalties/fines for illegal dumping are proving to be a waste of time. No matter what is being dumped illegally be it small or big time the deterrent/fine should be so severe that they will never do it again instead of repeat offenders wasting our rates money with your staff chasing them regularly. You need to deal with this horrible situation asap.

, about 1 month ago

From: Your Say Tweed
To: [Tiffany Stodart](#); [Anthony Morton](#)
Subject: completed Make a submission
Date: Thursday, 31 January 2019 10:05:47 AM

just submitted the survey 'Make a submission' with the responses below.

Tell us what you think about the Draft Customer Experience Standards?

Review of Acting Placement /Leave/ Absence notification requirements for all staff. Many auto-reponse emails lack detail, including who to contact in persons absence. This information is captured in the Acting Placement roster on intranet, but it is one more place to look and only available to internal staff. In/Out Boards should also be updated by all staff to include who to contact in their absence (and the phone number). Some of this is evident at Manager/ Co-ordinator level.

Tell us what you think about the Draft Managing Unreasonable Customer Conduct Policy?

Great stuff!

If this is a test response, click [here](#) to discard it.

(The discard option is available only for admin)

From: Your Say Tweed
To: [Tiffany Stodart](#); [Anthony Morton](#)
Subject: completed Make a submission
Date: Friday, 11 January 2019 9:25:38 AM

just submitted the survey 'Make a submission' with the responses below.

Tell us what you think about the Draft Customer Experience Standards?

The Draft is (in parts) inadequate. Two attributes need reconsideration. 1/. Item #4 is a joke. When the (current) Mayor fails to respond to letters and phone calls, why should the remainder of staff? And, from my experience, many staff don't bother to respond to letters. To ensure this 'item' is to become effective, there should be an Ombudsman type officer that can be accessible to Ratepayers frustrated with a lack of response. 2/. There needs to be another item (maybe #9) regarding how Council (officers) deal with Ratepayer requests for expenditure items. Whenever I have asked for something to be done, the standard reply is "there is no budget [money] available". That is used by nearly all Council Officer's as a means to block Ratepayer requests. The solution is that where a request is made in writing, the Council Officer investigates the 'request', places a priority number against it (eg. between 10 [low] and 1 [high]), and advises the letter writer when the item will be 'funded'. For example, a request for a footpath may receive a rating of '4', and given the current budget and priorities be allocated a 2021 funding allocation date.

Tell us what you think about the Draft Managing Unreasonable Customer Conduct Policy?

No Comment

From: Your Say Tweed
To: [Tiffany Stodart](#); [Anthony Morton](#)
Subject: completed Make a submission
Date: Sunday, 27 January 2019 4:26:24 PM

just submitted the survey 'Make a submission' with the responses below.

Tell us what you think about the Draft Customer Experience Standards?

The draft policy is clear and well set out, but misleading. Rather than Customer Service staff being accessible by phone, a caller to TSC is greeted by a barrage of recorded messages that seem to be interminable. I have found this is really frustrating when I know who I need to speak to, or I need to urgently make contact with Rangers. Please include a function whereby a caller can bypass the recorded messages and speak to a real person quickly.

Tell us what you think about the Draft Managing Unreasonable Customer Conduct Policy?

Good policy, unfortunately unlikely to be considered by the unreasonable customers.

From: Your Say Tweed
To: [Tiffany Stodart](#); [Anthony Morton](#)
Subject: completed Make a submission
Date: Friday, 4 January 2019 8:08:59 AM

just submitted the survey 'Make a submission' with the responses below.

Tell us what you think about the Draft Customer Experience Standards?

Last year before summer, council started dredging the terranora inlet. It is one hundred percent illegal to remove anything from the local system. When I E-mailed the greenie from hell mayor, no reply. When I asked exactly how many truck loads of sand went to kingscliff, NO REPLY. council went way beyond normal maintenance here. Council seems to spend way more of my taxes down at the big end of town, secretive and unaccountable.

Tell us what you think about the Draft Managing Unreasonable Customer Conduct Policy?

You are increasingly shielded by the state govt. Who are completely unaccountable and secretive. Take the new hospital, The mayor is dead right about leaving where it is. Especially since I here council offered the land from the tweed offices and library. Was that publicized ? Hell No. The whole bunch of you should be ashamed of yourselves for becoming Fascist Govt stooges.

From: Your Say Tweed
To: [Tiffany Stodart](#); [Anthony Morton](#)
Subject: completed Make a submission
Date: Thursday, 31 January 2019 7:46:14 AM

just submitted the survey 'Make a submission' with the responses below.

Tell us what you think about the Draft Customer Experience Standards?

The standards set an unacceptably low level of service, in the following respects in particular: - ten days to simply acknowledge written correspondence, in particular, electronic communications such as an email; - ten days to simply acknowledge a customer service request? Stating that 80% of telephone calls will be answered in one minute, then explaining that voicemail, call-back etc will apply seems a nonsense. Clearly council staff won't answer calls within a minute, so why set the standard? This standard seems artificial, and more likely to foster ratepayer discontent. It seems that much less care and concern has been put into delivering Customer Service Standards (2 pages), compared to the 'unreasonable customers' document (8 pages). That creates an impression that council is not commitment to good customer service.

Tell us what you think about the Draft Managing Unreasonable Customer Conduct Policy?

A lot more energy appears to have been invested in defining Council ratepayers as unreasonable, in contrast with the council document about delivering good customer service to ratepayers. That creates the impression of a council that would prefer to find reasons not to deal with its customer base.

From: Your Say Tweed
To: [Tiffany Stodart](#); [Anthony Morton](#)
Subject: completed Make a submission
Date: Monday, 7 January 2019 9:14:18 AM

just submitted the survey 'Make a submission' with the responses below.

Tell us what you think about the Draft Customer Experience Standards?

I think it's an excellent idea to have such a document. I think elected Councillors should be held to similar standards as that of staff. For example, I have personally written to all elected officials concerning the issue of water mining. I have heard back from only three with nary an acknowledgement from the others. I think it is hypocritical to hold staff to a higher standard than elected officials.

Tell us what you think about the Draft Managing Unreasonable Customer Conduct Policy?

I completely understand the reasons behind such a policy however, I feel that what constitutes "unreasonable" behaviour is very subjective. The draft policy provides examples of what might constitutes "unreasonable" behaviour but who is the arbiter of such behaviour? Is this a neutral third party? Is this the NSW Ombudsperson? In addition, I'm concerned that some people who exhibit allegedly "unreasonable" behaviour may have mental health issues which may be exacerbated by declaring them as unreasonable and barring them from exercising what they perceive is their right to complain to Council on any given issue. Clearly, no one should be subject to personal threats or discriminatory treatment but I think that the term unreasonable is problematic. Frankly, if a customer persists in what could be interpreted, by legal precedence as harassment like behaviour, that's a different matter. I believe this policy needs a lot more work and thought. Just one person's opinion. Thanks for giving me the opportunity to comment.

From: [Your Say Tweed](#)
To: [Tiffany Stodart](#); [Anthony Morton](#)
Subject: completed Make a submission
Date: Sunday, 3 February 2019 9:26:04 PM

just submitted the survey 'Make a submission' with the responses below.

Tell us what you think about the Draft Customer Experience Standards?

"DRAFT_Customer_Experience_Standards_Nov2018.pdf 'What we value – living and loving the Tweed' 'You can expect us to...' 'Compliments, feedback and complaints about our people and processes' 'You can expect us to...' Your words are utter rubbish and do not apply to this long suffering family (and neighbours)... Three complaints over the years regarding wellbeing issues affecting us, other Council customers and visitors including photo evidence and science research forwarded but the complaints became too hard because it is the truth so Council deflected, excuses offered which reflected favouritism to others then ignored and thus needed repeated representation by us to Council so then most probably considered as "Unreasonable Customer Conduct" because we would not 'go away'. SOLUTION: Stick to a simple Mission Statement i.e. 'We pledge to make living in the Tweed a comfortable and enjoyable experience where everyone is treated the same and we value your feedback'. -----

----- 'Action, respond to or acknowledge 80% of Customer Service Requests (CSR) within 10 business days.' 'Urgent and safety requests will be prioritised.' REWORD TO INCLUDE: Urgent and safety requests will be prioritised ...and provide an acceptable timeline i.e. withinhours. Breaking it down into 'smaller pieces' makes customers feel more valued and comfortable with the service. You have not provided a solution to the other 20% ... do they go in the 'too hard basket' never to be raised again except with repeated representation by the customer which by your book is considered "Unreasonable Customer Conduct". -----

----- Policy Unreasonable Customer Conduct Version 1.3
When the customer who believes in a 'fair go' is confronted by people who believe in a 'secure employment right' and that the success of the business over the long-term does not rely on their 'service' to customers the manifesto of 'self importance' in attendance to matters is presented to the customer who feels belittled and their mental wellbeing diminished. SOLUTION: 1. It could be a more systemic problem – and that the Council policy or solution is inflexible and there hasn't been a good method for explaining it to customer. 2. Train and employ the 'sympathetic model' for all staff interactions... from the top down! -----

---- 'Behaviours Constituting Unreasonable Customer Conduct Council's expectation is that all interactions will be based on mutual respect, honesty and courtesy.' Does that mean over multiple years of all levels of Council playing 'tiddly winks' allowing an illegal (dishonest) activity as described by the Law Courts that affect their customers amenity to continue, that they then should be rewarded by 'all interactions will be based on mutual respect, honesty and courtesy' perhaps they misunderstand the word 'honesty' ... this statement sounds more like 'The Don' gratification guidelines for the Mafia. SOLUTION: REMOVE THE WORDS: RESPECT AND HONESTY -----

----- 'Council has a duty of care to ensure the health, safety and wellbeing of its staff and customers.' During public activities in public areas Council has shown disregard for the health, safety and wellbeing of its customers and others despite information being provided by complaints, photo evidence and science research of such problems. Enforcement by Council management is slack in increasing man-hours or forming new policy unless repeated representation pressure is applied over many years and incidents. SOLUTION: ADD SENTENCE: Council has a

duty of care to ensure the health, safety and wellbeing of its staff and customers and others during public activities in public (Council) controlled areas.

Tell us what you think about the Draft Managing Unreasonable Customer Conduct Policy?

Policy Unreasonable Customer Conduct Version 1.3 When the customer who believes in a 'fair go' is confronted by people who believe in a 'secure employment right' and that the success of the business over the long-term does not rely on their 'service' to customers the manifesto of 'self importance' in attendance to matters is presented to the customer who feels belittled and their mental wellbeing diminished. SOLUTION: 1. It could be a more systemic problem – and that the Council policy or solution is inflexible and there hasn't been a good method for explaining it to customer. 2. Train and employ the 'sympathetic model' for all staff interactions... from the top down! -----

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KINGSCLIFF RATEPAYERS and PROGRESS ASSOC. Inc Y1002525
PO Box 1164, Kingscliff NSW 2487

General Manager
Tweed Shire Council
Box 816
Murwillumbah
NSW 2484

All correspondence to our P O Box please.

Date: 1st February 2019

Attention: General Manager, Suzanne Richmond

Re: Customer Experience Standards and Managing Unreasonable
Customer Conduct policies

Dear General Manager,

Dear Sir,

Our members are in general support of the document.

Some of our members have raised, or relayed, concerns relating to time taken for responses to written (emailed) questions from members of the public.

Our February General Meeting will be held on the evening of Monday February 4th and a more detailed submission may follow.

Yours sincerely,

Julie Murray, ph 02 6674 2087
Hon. Sec.

From:
Sent: 31 Jan 2019 16:32:01 +1100
To: Corporate Email;Katie Milne;Pryce Allsop;Reece Byrnes;'CCherry@tweed.nsw.gov.au;RCooper@tweed.nsw.gov.au';James Owen;wpolglase@tweed.nsw.gov.au'
Subject: Draft Policy Submission Addendum

Dear Councillors,

On 6 January 2019 we formally submitted to you our objection to the adoption of **THE DRAFT MANAGING UNREASONABLE CUSTOMER CONDUCT POLICY VERSION 1.3**

On 29 January 2019 we became aware of "A Summary of Tweed Shire Council Victimisation" <http://www.galeskingscliff.com.au/pdf//ConcernedRatepayersEmail.pdf> and the submission to the House of Representatives of the document, "Democracy Subverted", by former Tweed Shire Councillor Mr Robert Brinsmead

https://www.google.com/search?q=democracy+subverted+brinsmead&rlz=1C1GCEA_enAU755AU755&og=democracy+sub&ags=chrome.0.69i59j69i57j0l4.10626j0j8&sourceid=chrome&ie=UTF-8

While we were not shocked by the contents of these documents based on our experience with some Tweed Shire Council staff, we were totally disgusted that we were subject to similar behavior (as outlined in correspondence already provided to you) even after it was exposed in the published documents above.

We believe it behoves you to fully examine these documents in conjunction with what we provided to you on 6 January 2019. We believe this behavior is endemic within Council. We believe the adoption of **THE DRAFT MANAGING UNREASONABLE CUSTOMER CONDUCT POLICY VERSION 1.3** will further facilitate and nurture such behavior. We believe anyone who supports the adoption of this draft policy, given the information that has been provided to you, should be held responsible and seen to be complicit in what is obviously a culture of contempt for the ratepayers and the law.

Yours faithfully,