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# Customer Service Charter

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Version 1.1

Adopted by Council  
at its meeting on  
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Minute No: O290 and 179

Division:	Technology & Corporate Services
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.

