



Customer Experience Standards

Tweed Shire Council serves the Tweed community by providing more than **50 services**.

What we value – living and loving the Tweed

We look after people and places, explore all opportunities and are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and we are willing to have a go.

We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.

Service standards

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| <p>1 Resolve your enquiry at the first point of contact 60% of the time through Council's Contact Centre.</p> | All Council staff aim to resolve your enquiry at the first point of contact. If your enquiry needs to be transferred to another staff member, we will introduce you and repeat the relevant enquiry details prior to handing you over. |
| <p>2 Answer 80% of telephone calls within one minute.</p> | If your call cannot be answered within one minute, you will have the option to hold or leave a message on voicemail. Some services may have a call-back option. |
| <p>3 Return missed calls within two business days.</p> | This applies to voicemail messages and calls captured in the 'missed calls register' when a staff member is not available. It does not apply to unsolicited sales calls. |
| <p>4 Acknowledge, and/or where possible respond, to written correspondence and submissions within 10 business days.</p> | This includes letters, emails to tsc@tweed.nsw.gov.au and advertised emails, social media private messages and faxes. It does not include individual staff emails. If your correspondence requires a response, we will do so within 10 working days. If a complete response cannot be given in this time, an acknowledgement will be provided. If a detailed reply is required that will take additional time to research and compile. |
| <p>5 Action, respond to or acknowledge 80% of Customer Service Requests (CSR) within 10 business days.</p> | Customer requests for services, works or maintenance aim to be actioned and/or responded to within 10 business days. Urgent and safety requests will be prioritised. Customers who identify themselves will be provided with a reference number. |
| <p>6 Provide and maintain website and online services 24/7, with minimal interruptions.</p> | Council's website and emergency dashboard will be maintained to deliver accurate, informative and accessible information. All planned website interruptions will be notified online with a minimum of 24 hours notice. |
| <p>7 Provide timely notification of changes to operating hours or inperson, over the phone and online customer services.</p> | Seven (7) days notice will be provided for office closures or changes to operating hours. Planned and unplanned changes will be communicated by onsite signage, website and social media notifications, telephone messaging and the Tweed Link where possible. |
| <p>8 Provide an after hours emergency telephone service 24/7.</p> | Customers can call Council to be transferred or call 1800 818 326 directly. All non-urgent enquiries will be actioned during normal business hours. |

** These Standards do not apply to anonymous or unsolicited mail, social media posts or comments, sales or promotional material, advisers, Government agencies or when the Unreasonable Customer Conduct Policy has been applied.*

Contact and connect

follow us on     

<p>In person</p> <p>8.30am to 4.15pm Monday to Friday Tumbulgum Road, Murwillumbah Brett Street, Tweed Heads</p>	<p>Over the phone</p> <p>8.30am to 4.30pm Monday to Friday (02) 6670 2400 1300 292 872</p>	<p>After hours</p> <p>Emergency after hours telephone for Council services 1800 818 326</p>	<p>Social Media</p> <p>Connect, tag or message us on social media #tweedshirecouncil</p>
<p>Email</p> <p>tsc@tweed.nsw.gov.au</p>	<p>Mail</p> <p>PO Box 816 Murwillumbah NSW 2484</p>	<p>Online and webchat</p> <p>tweed.nsw.gov.au webchat with us during business hours (from 2019)</p>	<p>Report a problem</p> <p>24/7 online or via the smartphone app tweed.nsw.gov.au/forms/ reportaproblem</p>
<p>Online Services</p> <p>For payments, applications, bookings and other enquiries tweed.nsw.gov.au/ lineservices</p>	<p>Smartphone App</p> <p>Download the Tweed Shire Council app on IOS or Android stores tweed.nsw.gov.au/ smartphoneapplication</p>	<p>Your Say Tweed</p> <p>Join the conversations on Council's online engagement hub to have your say yoursay.tweed.nsw.gov.au</p>	<p>Subscribe</p> <p>Subscribe to Tweed Link, e-news, media releases, job alerts and more tweed.nsw.gov.au/subscribe</p>



Council and our customers need to have conversations and work together so we can solve problems and reach resolutions. We aim to respond to your enquiry within our service standards and act according to our [Code of Conduct](#). In delivering our customer experiences across more than 50 services, these are the **customer experience principles** we stand by.

You can expect us to...



Be consistent

We will provide reliable and consistent information across all services.



Be helpful

We will add value to your enquiry, help you understand information and guide you through Council processes.



Be accessible

We will make our spaces, services and documents accessible, and our information available in plain English.



Be secure

We will respect and protect your privacy and information by using secure processes and business systems.



Be identifiable

We will use our trademarked brand on identification cards, uniforms, official correspondence and always send emails from @tweed.nsw.gov.au address.



Be better

We will monitor our performance and seek feedback to continually improve.

We expect you to...



Treat us with mutual respect, honesty and courtesy.



Report issues and requests to Council directly, quickly and through our established customer service options. We can't action it if you don't tell us about it, and posting to social media groups won't fix it for you.



Provide us with information that is timely, accurate and complete.

We will not accept...



Verbal and/or physical abuse

Council employees have the right to a safe and harassment free workplace. We take a zero tolerance approach to rude, angry, harrasing, threatening or abusive behaviours.



Unreasonable demands

Staff can spend a disproportionate amount of time resolving issues with customers that cannot be satisfied, which reduces time available to assist other customers.

Council has an Unreasonable Customer Conduct Policy, which outlines actions that may be taken for customers who demonstrate unreasonable conduct including those who cannot be satisfied, make unreasonable demands, do not cooperate, who are rude, angry and harassing and those who are threatening and/or abusive.

Compliments, feedback and complaints about our people and processes



Compliments

Tell us if you like the way we did something, are grateful for our services or just want to say thanks.

[tweed.nsw.gov.au/
complimentsandfeedback](https://tweed.nsw.gov.au/complimentsandfeedback)



Feedback

Suggest how we can improve, or provide feedback on an issue.

[tweed.nsw.gov.au/
complimentsandfeedback](https://tweed.nsw.gov.au/complimentsandfeedback)



Formal Complaints

We take formal complaints about how a matter was handled seriously. General issues or concerns are not formal complaints.

tweed.nsw.gov.au/complaints

Related policies

See Council's website for more information about customer related policies.

- ✓ [Compliments and Complaints Handling](#)
- ✓ [Unreasonable Customer Conduct](#)

- ✓ [Privacy Management Plan](#)
- ✓ [Access to Information](#)

- ✓ [Communications Policy](#)
- ✓ [Community Engagement Strategy](#)