

## CUSTOMER SERVICE OBLIGATION

ST021

F22

### OBJECTIVES

- To provide quality information that meets or exceeds customer expectations.
- To ensure that all customers are treated fairly and reasonably and in a courteous manner.
- To ensure that Council resources are used efficiently and effectively when dealing with customers.
- To provide guidance for Councillors, employees, volunteers and contractors when dealing with customer complaints.
- To provide options for redress for Council's representative confronted by inappropriate behaviour and identify limits on services from and communications with Council customers.

### APPLICABILITY

Councillors, employees, Council volunteers and contractors of Council.

### GENERAL

#### 1 Service Commitment

- 1.1 Councillors, employees, Council volunteers and contractors of Council shall strive to meet the needs of our customers in a professional and ethical manner with courteous and efficient service. This means:
- treating all customers with respect and courtesy
  - listening to what customers have to say
  - responding to customer enquiries promptly, professionally and efficiently
  - acting with integrity and honesty when liaising with customers
  - consulting customers about servicing needs
  - valuing and respond to the customer's individual needs and expectations
  - owning the customer's request until it is completed in a timely manner
  - entering requests for actions into Council's electronic Customer Request System where appropriate

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- 1.2 Council staff shall endeavour to respond to correspondence (written, faxed or electronic) within established operational timeframes. Where the matter requires extended investigation or research, an acknowledgement letter, email or phone call will be provided to the customer.
- 1.3 Staff will endeavour to answer telephone calls to Council in person quickly and efficiently. Where this is not possible, a voicemail message will invite customers to leave a message. An Orange City Council officer will return customer calls or action requests.
- 1.4 Complaints will be addressed in accordance with Council's Complaint Management Policy.

## 2 Obligations of Customers

- 2.1 Customers have a responsibility to conduct an appropriate level of courtesy and respect to Council staff who are dealing with their request.
- 2.2 Customers have a responsibility to communicate clearly with Council staff specifically identifying matters of concern.
- 2.3 Customers who are not satisfied with the service provided by Council may make a written complaint to Council's Public Officer or the General Manager.
- 2.4 Unreasonable behaviour by a customer will be dealt with in accordance with Council's Complaint Management Policy.

## 3 Accessibility

Orange City Council is contactable 24 hours per day, seven days a week:

- In person at the Customer Service Counter, 135 Byng Street, Orange from 9am-5pm Monday to Friday
- In person at the Cashier Counter, 135 Byng Street, Orange from 9am-4.30pm, Monday to Friday
- By telephone from 9am-5pm Monday to Friday – 1300 650 511 or 63938000
- By telephone after hours, on weekends and public holidays for emergencies via Council's after-hours provider – 1300 650 511
- By fax 6393 8199
- By mail Po Box 35, Orange NSW 2800
- By email [council@orange.nsw.gov.au](mailto:council@orange.nsw.gov.au)
- Online [www.orange.nsw.gov.au](http://www.orange.nsw.gov.au)

## RELATED POLICIES/DOCUMENTS

Code of Conduct

Access to Council Information Policy

Complaint Management Policy

Privacy and Personal Information Policy

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## Responsible Area – Corporate and Commercial Services

REVISION					
	DATE	RESOLUTION		DATE	RESOLUTION
1	January 2006	06/685	6	August 2014	14/851
2	January 2007	07/207	7	September 2015	15/521
3	January 2008		8	6 February 2018	18/034
4	November 2009	09/453	9		
5	16 April 2013	13/168	10		

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## SUMMARY OF AMENDMENTS

DATE	AMENDMENT
December 2017	Remove Customer Service Obligation Procedure and incorporate into the Complaint Management Policy and Procedure ST016. Addition of Council accessibility/contact details. Inclusion of telephone call management and voicemails.
September 2015	Inclusion of restriction on access to Council to be via Council's nominated legal representative. Removal of section relating to customers using mobile phones or conducting third party conversations.
August 2014	Review of the actions which may be taken by the General Manager and Customer Service staff in relation to unreasonable customer behaviour
April 2013	Change to integrate ST022 – Customer Service Guarantee and ST021 – Customer Response Strategic Policies