

# Customer Service Charter 2017

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## Introduction

This Customer Service Charter sets out what the community can expect when dealing with Federation Council. It states our commitments relating to how our staff will respond to you, the systems we will use to engage with you and when you can expect a formal response from us.

It also sets out how you can help us deal with your enquiry and what further action you may consider.

## Contacting us

In recognition of the diversity of our community, there are several ways to contact Council.

### In person

Visit any of our customer service centres or libraries.

#### **Corowa Office**

Civic Centre: 100 Edward Street, Ball Park Corowa

Opening Hours: Monday to Friday, 8.30am to 5.00pm

#### **Urana Office**

Council Office: 30-32 William Street, Urana

Opening Hours: Monday to Friday, 9.00am to 5.00pm

#### **Howlong Library**

Howlong Library and Council Office: 59 Hawkins Street, Howlong

Opening hours: Tuesday to Friday, 10.00am – 1.00pm

Tuesday and Wednesday, 2.00pm to 5.00pm

Saturday, 9.00am to 11.30am

#### **Mulwala Library**

Mulwala Library and Council Office: 71 Melbourne Street Mulwala

Opening hours: Tuesday to Thursday, 10.00am to 1.00pm and 2.00pm to 5.00pm

Saturday, 10.00am to 12.00noon

## Over the phone

Contact us anytime by phone.

All enquiries: (02) 6033 8999

After hours emergency: 1800 11 00 88

Fax: (02) 6033 3317

## In writing

Send us a letter or contact us via email.

Post: PO Box 77 Corowa NSW 2646

Email: [council@federationcouncil.nsw.gov.au](mailto:council@federationcouncil.nsw.gov.au)

## Online

Visit our website or download the app.

Website: [federationcouncil.nsw.gov.au](http://federationcouncil.nsw.gov.au)

Snap Send Solve: Download the app and report a problem from your iphone or android device.

## Vision and values

We have developed our vision and set of organisational values to guide us in what we do.

### Vision

A quality council committed to building and celebrating strong and sustainable communities.

### Values

#### Embracing change

We will create our future by being innovative and encouraging new ideas, opportunities and better ways of doing things.

#### Quality outcomes

We will strive for excellence and to deliver value for money for the community.

#### Accountability

We will plan well and report on our progress. We will ensure fair and transparent decision making and take responsibility for our actions.

## Collaboration

We support each other as a team and will engage closely with the community.

## Customer focus

We will be responsive and accessible to the community. We will be open, respectful and truthful in our dealings.

## Service standards

Service standards exist to help ensure we meet the expectations of our customers and deliver quality customer service at all times.

### General

We will;

- ✓ respect you, our customer.
- ✓ be prompt, friendly, courteous, effective, efficient and at all times remain professional.
- ✓ be realistic about what we can do and in what timeframes.
- ✓ provide you with accurate and consistent information.
- ✓ show respect for your privacy in your dealings with us and the confidentiality of information discussed.

For requests and enquiries received face-to-face or over the phone, we will;

- ✓ log each request into the Customer Request Management System.
- ✓ provide you with a reference number.
- ✓ allocate an officer to take responsibility for the request.
- ✓ respond to urgent or emergency situations within 2 hours.
- ✓ respond to all other requests by phone within 10 days providing expected timeframes and reasons if a request cannot be completed.

For requests received in writing, by email or the internet, we will:

- ✓ register each request in TRIM (Records Management System).
- ✓ acknowledge your request by email (if available).
- ✓ allocate an officer to take responsibility for the request.
- ✓ respond to urgent or emergency situations within 2 hours.
- ✓ respond to all other requests by email within 10 days providing expected timeframes and reasons if a request cannot be completed.

### Face to face

Our frontline customer service employees will wear a name badge for ease of communication.

We will;

- ✓ listen to you and discuss your requirements fully.

- ✓ endeavour to satisfy your request at the time of your visit. When enquiries of a technical or specialised nature are made, the appropriate officer will be called to assist if available, or contact will be made within 24 hours to arrange an appointment or to discuss the matter over the phone.

## On the telephone

We will;

- ✓ endeavour to answer your call, during business hours, in person and within 5 rings.
- ✓ forward your call to someone who can assist if the person you are contacting is unavailable. Where messages are left on voicemail, they will be returned within 24 hours from the time received.
- ✓ introduce ourselves using first names and business unit name and provide a direct contact number for further communications where necessary.
- ✓ advise you of any delays and offer suitable options or offer to return your call.
- ✓ provide a 24-hour telephone service for urgent after hours calls.
- ✓ take personal responsibility for and ownership of, your enquiry to reduce transferred calls.
- ✓ introduce your call to the recipient if it has to be transferred internally, so as to reduce the need for you to explain the purpose of your call a second time.

## Writing or email

We will;

- ✓ write to you in clear, concise language that is easily understood.
- ✓ send out standard information to you, if we think that will satisfy your enquiry, within 24 hours of receiving the request.
- ✓ respond to your letter or email of general correspondence relating to Council business within 10 working days.
- ✓ we will acknowledge your correspondence, if your enquiry requires in-depth research or follow-up that will take longer than 10 working days, and where possible, provide an expected completion date and details of the employee responsible for the response.

## Website or social media

We will;

- ✓ maintain our website with relevant and up-to-date information that is easily understood and accessible.
- ✓ post interesting, engaging, relevant and up-to-date information on our social media platforms in order to keep customers informed and engaged.
- ✓ respond to enquiries and posts on our social media platforms in a timely and professional manner.
- ✓ keep up to date with online services and community engagement tools and trends.
- ✓ refer customer who has lodged a customer request on social media through to the appropriate channels, as these will not be managed on social media.

## Measuring our performance

We will measure and improve the quality of our service by;

- ✓ welcoming your feedback.
- ✓ conducting an annual 'Customer Satisfaction Survey'.
- ✓ implementing quality training and coaching activities for our staff.
- ✓ using key performance indicators of our customer service in corporate and business planning.
- ✓ using effective internal systems and corporate reporting to measure our performance.
- ✓ recognising our staff for customer service delivery excellence.

## Helping us to help you

You can help us to meet our commitments to you by;

- ✓ being courteous, polite and respectful of our employees.
- ✓ respecting the rights of, and providing courtesy towards other customers.
- ✓ being open and honest with us by providing accurate and complete details when contacting us.
- ✓ letting us know when your situation changes, for example, your address or personal details change or your dog or cat registration details change.
- ✓ contacting us to make an appointment if you have a complex or technical enquiry, or need to meet with a specific employee.
- ✓ contacting the employee referred on any correspondence sent to you and quoting the reference number - if applicable.
- ✓ using email or phone for customer requests, complaints and compliments while using online social media channels for general dialogue.
- ✓ working with us to help solve problems.
- ✓ telling us where we fall short on our service in any aspect so that we may improve our services to you.
- ✓ helping us recognise our employees by telling us when you have received excellent customer service.

## Service level commitments

We are committed to achieving the response times (in working days) set out below.

### Environmental compliance

Emergency situations	Immediately
Roadway hazards	Same Day
Dangerous dogs	Same Day
Noise/nuisance complaint	Investigation within 48 hours

Stray dog – secured	48 hours (except weekends)
Stray dog - nuisance	48 hours (except weekends)
Erosion control	48 hours
Illegal rubbish dumping	3 days
Removal of graffiti	5 days
Removal of offensive graffiti in public/high profile areas	48 hours (except weekends)
Cooling towers	48 hours
Protection of public water supply	48 hours
Food premises inspection	48 hours
General environmental complaints or issues	10 working days

### Building surveying approval

Complying Development Certificates	10 days
Construction Certificates - Major *	15 days
New homes	10 days
Development Applications - Major	30 days
Development Applications - Minor residential	15 days
Building Certificates *	10 days

\* The timeframe for a Building Certificate applies from when access is provided to the property. The certificate can only be issued if no outstanding works are identified.

### Town planning approval

Planning certificates	5 days
Pre-lodgement appointments (from initial request)	5 days
Development Applications (from lodgement date)	
Requests for additional information	10 days
Referrals to external authorities	10 days
Public notice (advertising)	14 or 30 days
Determination (without objection)	40 days



## Review

If you are not satisfied with how we handle your enquiry or request, we encourage you to refer to our Complaints Handling Policy and Guidelines. The policy and guidelines provide a number of options for you to make a complaint and also set out how that complaint will be dealt with.

The policy and guidelines are available at [www.federationcouncil.nsw.gov.au](http://www.federationcouncil.nsw.gov.au) or from customer service staff.

## Schedule of Changes & Amendments

Version	Date	Changes / Amendments
2.0	1/05/2017	Updates and formatting.

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