



# 1.2 Customer Service Charter

<b>Council Resolution:</b>	2022/11/15/013
<b>Date to take effect:</b>	16 <sup>th</sup> November 2022
<b>Legislative reference:</b>	<i>Local Government Act 2019</i>
<b>Review Date:</b>	June 2026

## 1. Purpose

To establish the principles upon which Council will embed its Customer Service Charter.

This policy relates to all Elected Members, the Chief Executive Officer and Council staff and volunteers

## 2. Principles

The very nature of local government necessitates a broad definition of customer. Council has both explicit and implicit customers that include;

- Ratepayers and residents;
- Local businesses and community organisations;
- users of services and infrastructure;
- people affected or potentially affected by physical works and / or changes to service;
- Government agencies with whom Council conducts its business or relies on for support and co-operation;
- internal service divisions; and
- Elected Members and staff.

## 3. Policy Statement

### 3.1 Communications and Public Relations

The Coomalie Community Government Council's commitment to you:

*"Our Customer Service Charter (CSC) reflects our commitments in the quality of service which is provided to you.*

*Our CSC will be regularly reviewed and adapted to meet the changing needs of our customers."*

### **3.2 Our Customers**

- ✓ Residents, electors, members of the business community and community groups.
- ✓ Future generations, residents and electors who will be affected by today's planning decisions.
- ✓ Government Departments and non-Government agencies.
- ✓ Coomalie Community Government Council staff and management.
- ✓ Visitors to the Shire.
- ✓ Contractors and suppliers.

### **3.3 Service Standards you Can Expect**

Regardless of your method of enquiry, in person, by telephone, email or letter:

#### ***Timeliness***

- ✓ Your enquiry will be dealt with promptly if you are an internal or external customer
- ✓ Staff and Elected Members will acknowledge receipt of your email or letter and respond in a timely manner
- ✓ Your calls will be answered or a message taken and we will call you back
- ✓ Your emails and letters will be replied to and will not go unanswered

#### ***Face to Face - Customer Service***

- ✓ You will be greeted in a friendly, polite manner.
- ✓ Staff and Elected Members will wear a name badge and uniform where issued.
- ✓ Staff will endeavour to resolve an issue on the spot or will handover to an appropriate member of staff (if available) to respond.

#### ***On the Telephone***

- ✓ All calls will be answered.
- ✓ All calls will be directed to the staff member responsible. If the appropriate member of staff is not available, the customers call will be returned within 24 hours unless an alternative timeframe is agreed.
- ✓ Once contact is established the staff member will provide contact details for future communication.

#### ***In Writing***

- ✓ All correspondence on receipt will receive a response within 10 working days.
- ✓ Responses will contain accurate information and will be written in a clear, concise and easily understood language.
- ✓ If a full response is unable to be provided within 10 working days' correspondence will be sent outlining a timeframe for the preparation of a detailed response.

### ***For Subdivision Applications***

- ✓ We will process working on road reserve permits within 10 working days.

### ***Overall***

- ✓ All interaction will be done in a professional, fair and unbiased manner.
- ✓ Privacy and confidentiality will be respected.
- ✓ Dissatisfied customers will be advised of Council's complaint handling procedures.

### ***We will achieve our commitment to you by***

- ✓ Progressively reviewing and improving forms, systems and procedures from a customer's perspective.
- ✓ Conducting regular customer service employee training programs.
- ✓ Making information available in alternative formats for people with specific requirements.
- ✓ By making the development of positive customer service attitudes part of the performance review programme for all staff.
- ✓ By formally acknowledging staff who provide excellent customer service.
- ✓ By conducting regular market research to ensure we are meeting the needs of our customers, such as via a customer feedback survey available at our Administration Office.

### ***Helping us to help you***

You can help us to meet these commitments by:

- ✓ Having a note pad and pen by the phone when you call the Shire.
- ✓ Providing accurate and complete details when phoning us with any queries or requests.
- ✓ Phoning to make an appointment if you have a complex enquiry, need to see a specific officer or need to discuss your enquiry with officers of more than one service area.
- ✓ If phoning as a result of correspondence from the Shire, phoning directly to the officer nominated on the correspondence and quoting the reference number on the letter.
- ✓ Providing all information required for assessing planning and building applications.

## **Feedback**

The Coomalie Council values the feedback that our customers provide and welcomes suggestions, compliments and complaints. We would like to hear from you by:

Phoning our Administration Officer on (08) 8976 0058 and giving details.

Writing to:

Chief Executive Officer

Coomalie Community Government Council

PO Box 20

Batchelor NT 0845

Emailing to: [mail@coomalie.nt.gov.au](mailto:mail@coomalie.nt.gov.au)

Or by completing our complaints forms available on our website and mailing, e-mailing or dropping a hard copy back to our office in Cameron Road or Stuart Highway Adelaide River.

Coomalie Community Government

22 Cameron Road (PO Box 20)

Batchelor NT 0845

Phone: (08) 89 760 058 | Fax: (08) 89 760 293

email: [mail@coomalie.nt.gov.au](mailto:mail@coomalie.nt.gov.au)

website: [www.coomalie.nt.gov.au](http://www.coomalie.nt.gov.au)

Batchelor office hours: 8.00am – 4.00pm Monday to Friday

<b>DOCUMENT HISTORY</b> <b>1.2 Customer Service Charter</b>		
<b>Date Adopted:</b>	16 <sup>th</sup> April 2013	2013/04/16/010
<b>Amended:</b>	15 <sup>th</sup> November 2022	2022/11/15/013