

# CUSTOMER SERVICE CHARTER

CS110



**NARRANDERA SHIRE COUNCIL POLICY**

Narrandera Shire Council  
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## CUSTOMER SERVICE CHARTER



<b>Policy No:</b>	<b>CS110</b>
<b>Policy Title:</b>	<b>Customer Service Charter</b>
<b>Section Responsible:</b>	<b>Corporate Services</b>
<b>Minute No:</b>	<b>14/42</b>
<b>MagiQ No:</b>	<b>8347</b>
<b>Next Review Date:</b>	<b>As required</b>

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### **Policy Statement**

Narrandera Shire Council customer service charter sets out our commitment to customers, their rights and responsibilities and the manner in which complaints can be resolved. The charter is the public expression of our commitment to customers.

### **Objective**

Our commitment to you:

- Our customers are our focus
- We are committed to working in partnership with the community
- We are committed to providing timely, efficient and consistent service to you
- We will deal with our customers in an open, honest and courteous manner, and respect their privacy at all times
- Our decision making process will be fair and accountable and will always take account of the economic, environmental and social impact of any proposed action
- We will continuously strive to meet or exceed the service standards and commitment set out in our charter
- We will ensure that all complaints are dealt with in accordance with the Council's Complaints Management Procedure
- We are committed to regular customer service employee training programs
- We are committed to making customer service part of all employee position descriptions.

### **Managing your requests/complaints**

Council values the views of its customers and has a Customer Request tracking system which enables you to lodge a request or complaint. The system allocates a number to each and every request or complaint which can then be tracked through to its point of resolution.

You can assist us by:

- Treating Council staff with courtesy and respect
- Being clear and concise with your request(s) and prepared with relevant information
- When contacting Council to check on the progress of a request, you can assist us by quoting the contact name or customer request number given to you
- Having a note pad and pen by the phone when you call Council.

If the complaint relates to a complex matter, or if the issue cannot be resolved by discussing the matter with the relevant Manager/Director, a complaint should be made in writing setting out your issues/concerns as simply as possible, but with enough detail to enable Council to investigate the matter.

This includes:

1. Date, time and location of events
2. What happened (a brief description of the issue)
3. To whom the customer has spoken (names, position in the Council and dates)
4. Copies of references to letters or documents relevant to the complaint
5. A statement of what the customer hopes to achieve as an outcome to the complaint.

### **Service Standards**

In Person Council staff will:

- Promptly attend to you at all times in a professional, polite and attentive manner
- Listen attentively in order to understand your needs
- Aim to attend and complete routine enquiries at the time of your visit
- When enquiries of a technical or specialist nature are made at the office, ensure that the appropriate employee is called or that arrangements are made to contact you within 48 hours to arrange an appointment
- Wear a name badge
- Be appropriately dressed.

On the Telephone Council staff will:

- Promptly answer all telephone calls during working hours
- Introduce ourselves over the phone by name
- Provide a customer reference number for future reference when necessary
- Reply to telephone enquiries on the same day or the next working day, as appropriate

- Take personal responsibility for your enquiry to reduce the transfer of calls and inform you of any delays if you are “on hold”
- Provide after hours telephone service for emergency calls.

In Writing, including Emails

*(only if you have provided relevant contact information eg name, return fax number, address or email address, telephone number).*

- Where a response is deemed necessary, the Council Officer responsible for dealing with your matter shall acknowledge your request within ten (10) working days of receiving the ACTION workflow
- Where deemed necessary, the responsible Council Officer shall, provide a completion date for the request. Where requests require in-depth research or where a report on the matter is to be submitted to Council, these actions shall be communicated to you
- When communication is issued to you, the communication shall be in clear concise language that is easily understood
- When required, standard information shall be issued to you within 48 hours of the request being received.

### **Service Requests**

A service request is defined as a person’s request for a service or action to be undertaken by Council.

We will:

- Provide written quotations for supply of goods and services within ten (10) working days
- Give you at least 24 hours warning notice if we need to carry out repair works in your street which affect your property (other than emergencies).
- Collect refuse on designated collection days on a weekly basis (Non-compliant bins/crates will not be collected).
- Make safe urgent road, footpath and tree defects within 24 hours of notification. Carry out routine minor footpath and road repairs in accordance with the annual maintenance program.
- Aim to remove obscene or offensive graffiti from Council owned property within two (2) days of it being reported to Council.

## **Development Applications**

We will:

- Register applications upon receipt (only if they contain all the required information)
- Process development applications which do not require referrals to other parties (complying development) within ten (10) working days
- Process other planning applications within 40 days as long as it does not require referral to other authorities
- Advise persons who made a written submission about a development at least three (3) working days prior to the application being considered at a Council meeting.

## **Complaints**

If you are dissatisfied with the decision, level or quality of service, or behaviour of an employee or agent, you are entitled to make a complaint to the Council.

You may lodge your complaint by telephone or at the counter or by meeting with the Manager/Director of the relevant Department to discuss the complaint.

Complaints will be dealt with in accordance with Council's Complaints Management Policy.

## **Anonymous Complaints**

We will only act on anonymous complaints where the matter is considered to be serious and there is sufficient information in the complaint to enable an investigation to be undertaken.

## **Vexatious Complaints**

All complaints received by Council will be treated with the utmost seriousness. However if your complaint is found to be malicious, frivolous or vexatious no further action will be taken on the complaint. You will be informed of this decision in writing by the General Manager.

## **Abusive Customers**

The General Manager may decide to limit or cease responses to any person who is abusive in their communication with Council or who fails to accept that Council has done all that it can to assist.

If an Officer feels threatened by your language or behaviour the communication may be terminated by the Officer. The Police may also be notified. If face to face, the Officer may walk away. If by telephone, the Officer may terminate the call. If in email, the address may be blocked.

A decision of this nature will be communicated in writing to you.

### **Complaints Management Process**

The Director of each department of the Council is responsible for handling complaints relevant to that Division. A request for a review of the complaint to the General Manager must be in writing. (Refer request for resolution of complaint form).

While most problems can usually be resolved promptly, there are times when they require detailed investigation. If a complaint is of a very serious nature, it will be referred directly to the General Manager.

If possible the Director or the General Manager may enter into informal discussions or mediation with you in an effort to resolving the complaint.

If a Councillor has submitted a complaint on a customer's behalf, the outcome of any findings will also be provided to the Councillor.

### **Personal Information Protection**

Council has a commitment to the protection of Personal Information provided by a customer to Council in accordance with the requirements of the Personal Information Protection Act 2004 and the Government Information (Public Access) Act 2009.

### **How can you contact us:**

You can contact us to make an enquiry or a complaint

- In Person / In Writing - Narrandera Shire Council  
141 East Street  
NARRANDERA NSW 2700
- By Telephoning 02 6959 5510 during the hours of 8.30am to 4.30pm Monday to Friday. Council provides an After-Hours Emergency Service on:

Roads, Parks, other	0427 595 562	SES	132 500
Water Services	0417 023 015	Fire Control	000
Sewer Services	0417 023 016	Police / Ambulance	000
- By Email to [council@narrandera.nsw.gov.au](mailto:council@narrandera.nsw.gov.au).
- By Facsimile on 02 6959 1884.

Information on Narrandera Shire Council services can be obtained from Council's Website on [www.narrandera.nsw.gov.au](http://www.narrandera.nsw.gov.au)

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### **Policy History**

Adopted 18 August 2009  
Reviewed and Amended 18 February 2014



# REQUEST FOR RESOLUTION OF COMPLAINT

To: The General Manager Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact Phone No: \_\_\_\_\_(H) Mobile: \_\_\_\_\_

Date when Problem/Issue Occurred: \_\_\_\_\_

Location: (if applicable) \_\_\_\_\_

Time of Day: (if applicable) \_\_\_\_\_

Details of Problem/Issue: (please attach any documentation relevant to the complaint)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(If applicable provide details of your customer request number)

Customer Request Number: \_\_\_\_\_

Have you spoken to a Council Officer about this issue (if yes, please complete details below)  
YES  NO

Name of Council Officer: \_\_\_\_\_

Position (if known): \_\_\_\_\_

Date(s) of contact: \_\_\_\_\_

What resolution do you hope to achieve? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_