

CS.02 Customer Service Policy

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	V3	14-Jun-19	Reviewed – no changes

- CEO Chief Executive Officer
- MCCS Manager Corporate & Community Services
- MES Manager Engineering Services
- MFS Manager Financial Services

1 OBJECTIVE

The main objectives of this policy are to:

- Ensure we deliver the service as outlined in the Quilpie Shire Council Customer Service Charter;
- Provide customers with a choice as to how they provide feedback to Council about service provision;
- Provide a structure around responding to, recording, reporting and using feedback to improve service to customers; and
- Outline customer rights and responsibilities.

2 SCOPE

This policy applies to all employees, contractors and Councillors. This policy should be read in conjunction with G.03 Administrative Action Complaints Policy and CS.02-A Customer Service Procedure.

3 STATEMENT

3.1 COMMITMENT TO CUSTOMER SERVICE

Quilpie Shire Council is committed to delivering a quality customer service that is equitable for all customers. We understand that customers have an expectation that they receive the best possible service that can be practically achieved. Our service is reflective of our organisational values.

3.2 OUR CUSTOMERS

Our customers are any person, organisation or business that has any form of dealings with Council. This includes ratepayers, residents, council staff, contractors, businesses, elected members and visitors to our Shire.

3.3 HOW WE WILL DELIVER EXCELLENT CUSTOMER SERVICE

We aim to deliver service in a friendly, knowledgeable and professional manner by:

- Being respectful, courteous and impartial in all dealings;
- Identifying ourselves when we talk to customers;
- Listening carefully to customers;
- Ensuring that personal information is kept confidential at all times; and
- Having trained and professional staff who will uphold Quilpie Shire Council's values and Code of Conduct.

3.4 COMMITMENT TO SERVICE

Council is committed to better understanding the needs and expectations of the local community. Council will enhance its understanding of the needs and expectations of the local community by:

- Carrying out periodic community surveys to learn about what the local community thinks about the areas where Council is performing well and the areas where Council needs to improve service;
- Maintaining opportunities for feedback by making available feedback forms that Council will record and analyse;
- Maintaining a complaint handling system to respond to service failures and unsatisfied expectations and to enable Council to identify and rectify service failures;

3.5 CUSTOMER SERVICE REQUESTS

All requests received from customers will be recorded into our Customer Request System. All requests will be given an automated reference number and assigned to the appropriate department or officer. All requests will be prioritised, based on safety and urgency.

3.6 CUSTOMER COMPLAINTS

All complaints received from our customers will be recorded into our Customer Complaints system and dealt with promptly, according to Council's Complaints Policy and Procedures.

3.7 ANONYMOUS REQUESTS

It is recognised that at times, anonymous complaints/service requests may be made. For many service requests contact names, addresses or phone numbers are required to confirm information or if necessary to obtain additional information. Council may therefore determine not to accept or investigate anonymous requests for service; however it is dependent on the substance of the information provided, the severity of the situation or the service requested.

3.8 ABUSIVE CUSTOMERS

When interaction with customers involves personal abuse or offensive language, the communication may be terminated immediately by the Officer.

There may be instances where a customer's issues cannot be dealt with to the customer's satisfaction and it is not possible for officers to continue to respond, or correspondence may contain personal abuse or offensive language.

In either of these cases, the Chief Executive Officer may decide to limit or cease responses to this person. A decision of this nature will be communicated to the person in writing, providing an alternative venue to lodge their complaint (eg Queensland Ombudsman).

4 DEFINITIONS

<u>Complaint</u>	An expression of dissatisfaction with the Council's policies, procedures, charges, agents or quality of service. Council does not regard the following as complaints: <ul style="list-style-type: none"> - Requests for service; - Reports of damaged or faulty Council Infrastructure; - Requests for information; - Explanation of policies, procedures and decisions of Council; or - Concerns about neighbours or neighbouring property or unauthorised building work.
<u>Customer</u>	Any person, internal or external, that a Council staff member deals with in the provision of a Council service.
<u>Customer Service Request</u>	A request for Council to take action on an issue (eg barking dog, road maintenance etc.)

5 RELATED POLICIES | LEGISLATION | OTHER DOCUMENTS

Nil

IX #	Details
133045	CS.02-A Customer Service Procedure
133149	CS.02-B Customer Service Charter
91089	G.03 Administrative Action Complaints Policy
91179	G.03-A Administrative Action Complaints Procedure
94362	Quilpie Shire Council Code of Conduct