

	<p style="text-align: center;">GOVERNANCE POLICY</p> <p style="text-align: center;">CUSTOMER SERVICE GOALS</p>	Policy Number Version Number Issued Last Review Next Review GDS	G1.20 5 July 2012 October 2023 November 2027 9.63.1.1
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CUSTOMER SERVICE GOALS

POLICY

1. Policy Statement

- 1.1 The Flinders Ranges Council (Council) has a Customer Service Goal to maintain a professional, effective, efficient and customer focused organisation that is responsive to the needs of the Council's residents and visitors.

2. Purpose

- 2.1 To ensure all customers are provided with the best possible service.

3. Responsibility and Review

- 3.1 Chief Executive Officer.
- 3.2 To be reviewed within twelve (12) months after a General Election, in line with any legislative changes or by resolution of the Council.

4. Procedure

- 4.1 Council's Customer Goal Values:
 - 4.1.1 To treat all Council customers courteously and respectfully, as staff would wish to be treated.
 - 4.1.2 To aim to exceed customers' expectations.
 - 4.1.3 To act on the Council's commitments as quickly as practicable.
 - 4.1.4 To understand the Council's customers concerns by always listening to what they have to say.
 - 4.1.5 To continue to improve and evaluate the Council's customer service, through consultation with the customer in person or through customer surveys.
 - 4.1.6 To ensure that Council confidentiality is maintained where appropriate and if possible (subject to Freedom of Information legislation).
 - 4.1.6 To positively use customer complaints as an opportunity for change and ensure that the problem does not re-occur.
- 4.2 The Council will:
 - 4.2.1 Greet customers with a smile upon their arrival.
 - 4.2.2 Answer all enquiries promptly and completely (except where 4.8 applies).
 - 4.2.3 Establish customer's names and use it in all dealings wherever possible.
 - 4.2.4 All staff will wear name badges and will advise customers their names in all dealings. All staff when out in the community will be identified by wearing a name tag or wearing of work clothing.
 - 4.2.5 Listen carefully to all customers and identify their needs by asking questions and confirming all details.
 - 4.2.6 Ensure Council staff meet customer service standards at all times.
 - 4.2.7 Have a clear and realistic understanding of community needs and issues.

- 4.2.8 Understand and acknowledge the social and cultural complexities of the Council's unique community.
- 4.2.9 Always follow up on service commitments made on behalf of Council's customers.
- 4.2.10 Be punctual for meetings and appointments and notify customers of inability to attend.
- 4.3 When answering the telephone, Council staff will:
- 4.3.1 Answer customers' calls promptly.
- 4.3.2 Have a 'smiley' voice when welcoming customers to the Council.
- 4.3.3 Greet customer with "Good Morning/Good Afternoon, The Flinders Ranges Council this is and name".
- 4.3.4 Council staff will endeavour to understand customer concerns and where appropriate act accordingly to rectify the situation promptly.
- 4.3.5 Acknowledge customer's call on the same day if practicable.
- 4.4 Key service standards:
- 4.4.1 All Customer Action requests received will be acted upon according to priority determined by staff.
- 4.5 Council will always:
- 4.5.1 Ensure the provision of services and facilities that reflect the needs and the demographic composition of the community.
- 4.5.2 Give a commitment to provide a service by a specific date.
- 4.5.3 Notify customers of any changes to timeframes where appropriate.
- 4.5.4 Consult customers if major road works are to occur in their street.
- 4.5.5 Record and manage enquiries within the Council's electronic records system.
- 4.5.6 Enter requests in the appropriate register.
- 4.6 Council will not:
- 4.6.1 Provide customers with misleading or inappropriate advice and will action all customer requests/applications via the appropriate action/assessment procedures.
- 4.7 Correspondence / Emails:
- 4.7.1 All emails requiring a response will be acknowledged as soon as possible, given staff availability.
- 4.7.2 All letters will be acknowledged where appropriate and the matter dealt with in a timely manner.
- 4.7.3 Any delays in full responses should be conveyed to the writer where appropriate.
- 4.8 Vexatious / Frivolous / Malicious / Persistent Complaints:

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Where a customer's request is determined to be covered by Council's Complaint Policy as vexatious / frivolous / malicious / persistent, Customer Service Goals does not apply.

5. STAFF RESPONSIBILITIES

5.1 To ensure customer service is at all times the main focus in dealings with customers.

6. AUDITS

- 1.1 Monitor level of request by function.
- 1.2 Monitor level of complaints.
- 1.3 Monitor level of Freedom of Information requests.
- 1.4 Monitor level of Ombudsman investigations.

Reviewed by:

Senior Leadership Team 3 July 2012
Administration Staff 11 July 2012

Adopted by Council 12 July 2011
Resolution 134/2011

Review Date	Version Number	Change	Resolution
13 August 2013	2	Nil	180/2013
17 February 2015	3	Nil (Reviewed by Policy Review Reference Committee – Minutes endorsed by Council)	110/2015
19 October 2021	4	Very minor formatting and spelling amendments	246/2021
17 October 2023	5	Minor formatting and grammar amendments	283/2023