


COUNCIL POLICY

Customer Service Charter	Adopted By Council:	23/06/2010	
	Date/s Revised:	26/04/2018	
	Next Review Date:	--/----	
	Document No:	CP006	
	Directorate:	Governance & Community	
	Responsible Officer:	Executive Officer Community Engagement & Customer Service	

CONTEXT

Council has adopted a Customer Service Charter which sets out in plain language the services provided by Council, the standard of those services, how service levels will be measured and what customers can do if the stated service levels are not met. This Charter reflects and is aligned with our Council Plan Vision and Values.

Our Vision

The Borough remains a safe haven defined by its unique heritage, rich culture and significant natural environment. It is a special and restorative place for an involved and caring community and our visitors.

Our Values

- *Leadership*
...underpinned by integrity, strategic thinking and innovation.
- *Balance*
...in the way we listen to, engage with and make decisions in the best interests of the whole community.
- *Professionalism*
...by doing things well, always trying to improve and being accountable.
- *Collaboration*
...demonstrated through working as a team and investing in internal and external relationships.
- *Flexibility*
...by supporting workplace arrangements that sustain healthy and productive staff.

POLICY

It is Council policy to promote and operate in accordance with the following Customer Service Charter:

1. Why a Customer Service charter?

The Borough of Queenscliffe Customer Service Charter sets out Council's service standards and explains what you – as our customer – can do if we have not delivered a service to that standard.

The Borough of Queenscliffe Customer Service Charter has been developed to further build and enhance relationships and partnerships with our community and customers, and to enable a system for continuous improvement to our levels of customer service.

2. Who are our customers?

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

3. What can you expect from Queenscliffe Council:

- We will have our customer service counters attended at all times.
- We will answer and return telephone calls promptly.
- We will greet you in a friendly way and identify ourselves.
- We will respect, listen and respond to your concerns within service standards.
- We will communicate clearly, accurately and in plain language.
- We will keep you informed of the progress of your enquiry.
- We will respect your privacy.
- We will be helpful and sensitive to your needs.
- We will support our community's cultural diversity
- We will work with you to solve problems, and refer you to an appropriate organisation if we are unable to meet your request.

4. What do we ask of you?

- To treat our staff with mutual respect.
- To respect the rights of other customers.
- To provide accurate and complete information in your dealings with us.
- To respect the community in which we live.
- To work with us to solve problems.

5. How will we measure our service?

- We will report quarterly on our service levels.
- We will regularly survey our community.
- We will invite written feedback at all Council customer service points.

6. Complaints

The Borough of Queenscliffe is committed to providing an effective complaint handling system and creating a culture that encourages feedback and complaints. Council recognises the community's right to provide feedback or complain about any service, experience or process of Council that they are dissatisfied with. The Borough of Queenscliffe acknowledges that feedback and complaints will help Council to continually improve its services.

“Complaints” are different from “Requests For Service”. A “complaint” is an expression of dissatisfaction with:

- the quality of an action taken, decision made, or service provided by Council or its contractor;
- a delay or failure in providing a service, taking an action, or making a decision by Council or its contractor.

If this happens, please bring your complaint to us directly so that we can resolve the issue, and improve our service for the future. All complaints will be registered, and dealt with in accordance with The Borough of Queenscliffe’s Complaint Handling Policy, which guides how we deal with your complaint.

All staff are responsible for dealing with complaints relating to their area. You may contact the staff member who is dealing with your request and they will work with you so that the matter can be resolved.

A complaint can be made:

By phone: 03 5258 1377

In person: 50 Learmonth Street, Queenscliff, VIC, 3225
Council offices are open 9:00am – 4:30pm, Monday to Friday

In writing: PO Box 93, Queenscliff, VIC, 3225

By email: info@queenscliffe.vic.gov.au

We will try to resolve the complaint as quickly as possible and get back to you by your preferred method of response. Whilst most problems can usually be resolved quickly, there are times when detailed investigation is required. If it will take time, we will keep you informed of the progress of your complaint.

If your complaint is a particularly serious or complex matter, please put it in writing and address it to the Chief Executive Officer who will personally arrange for the appropriate person to deal with it, and respond to you. The Mayor and/or Councilors may also be contacted regarding your complaint.

If you are then still not satisfied with our resolution to your complaint, you can contact the Victorian Ombudsman or Local Government Victoria as appropriate.

7. Service Standards

Required Service	Our Standard
Answer your telephone call	Within 5 rings or a message bank option will be provided
Staff will be respectful, helpful and courteous	All of the time
Reply to general correspondence received by mail, email or in person	Within 10 working days
Respond to general requests	Within 1 week
Keeping you informed	In a timely manner via rates newsletter, media releases, community noticeboards, website, email, video, digital and social media
If Council can’t provide the service you require, we will endeavour to refer you to where the service may be available	100% of the time
Respond to urgent dog requests	7 days a week
Environmental Health: Respond to food complaints that pose an immediate health risk	Within 24 hours

Required Service	Our Standard
Roads & Footpaths: Inspect and assess urgent requests about damage	Within 2 working days
Waste: Missed Garbage collection	Within 2 working days
Any Council related safety matter that places the community at risk	Immediately
Drainage issues: Inspect and assess urgent requests	Within 2 working days
Dumped Rubbish: Inspect, report and collect	Within 2 working days
Noise: General - Respond and investigate Urgent - Respond and investigate	Within 5 working days Immediately

CONTINUOUS IMPROVEMENT

This policy will be reviewed on a continuous basis, but as a minimum every three years from the date of adoption.

SUPPORTING DOCUMENTS

CP035 Complaints Handling

EXTERNAL ORGANISATIONS

The Victorian Ombudsman

www.ombudsman.vic.gov.au

03 9613 6222

1800 806 314

Local Government Victoria

www.localgovernment.vic.gov.au

039651 7026

local.government@dpcd.vic.gov.au

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