

## **CUSTOMER SERVICE CHARTER**

### **Purpose of this Charter**

As a service organisation, the District Council of Grant is committed to providing quality services to its customers. This Charter explains how we as an organisation responds to its customers, both internal and external. Whilst our customer service standards are required to be adhered to by all staff, it is recognised that departments throughout Council have varying levels of resources available and the Charter provides the framework for these departments to develop procedures and standards for responding to enquiries, that are aligned with their resources and relevant to their areas of operation.

### **How we will respond**

- We will answer all calls to District Council of Grant will be answered as soon as practical.
- Will be friendly and professional on the telephone, identifying ourselves and District Council of Grant.
- We will acknowledge Customers on arrival
- We will carefully identify and confirm your needs.
- We will provide a written response or personal contact to all correspondence from customers within 10 working days. Customers with complex enquiries will be advised when they will receive a response.
- We will return messages within 24 hours of receipt or at a time agreed with the caller.
- We will record customer service requests in our corporate system for further action.

### **What Customers can expect**

- We will treat all our Customers (internal and external) in the same manner – with courtesy, respect and understanding. In return we ask that complaints be raised politely. Use of abusive or threatening behaviour will not be tolerated.
- We will provide accurate and consistent information, with referral of complex enquiries.
- After hours response via contracted call centre.
- We will view comments and feedback as an opportunity to improve services.
- Website to contain easily accessible information.
- We will ensure that staff are reasonably available to respond to customers in person during opening hours.

### **Our Staff**

- Will project a positive and professional image of the District Council of Grant.
- Will act with integrity and respect.
- Will be punctual and will make contact if delayed.
- Will be sensitive to customer needs, acknowledging those which cannot receive immediate attention.
- Will promote all Council staff as Customer Service Officers.

## Feedback

While we take pride in the standard of our services, we recognise that there will always be room for improvement. You, as our customer, are best placed to suggest where these improvements can be made; we encourage you take the time to let us know your concerns and suggestions.

Council can be contacted by:

- In person at 324 Commercial Street West, Mount Gambier or at the Port MacDonnell Community Complex located at 5 Charles Street, Port MacDonnell
- Telephone - (08) 8721 0444
- Email - [info@dcgrant.sa.gov.au](mailto:info@dcgrant.sa.gov.au)
- Correspondence addressed to – District Council of Grant, PO Box 724, Mount Gambier SA 5290
- Website feedback form – [www.dcgrant.sa.gov.au](http://www.dcgrant.sa.gov.au)
- District Council of Grant Facebook Page

Where you believe that the Council has **not** met one of the undertakings set out above you are encouraged to contact the responsible Officer in the first instance; and if not satisfied with the outcome, contact the appropriate Manager or the Chief Executive Officer.