

 <p>DISTRICT COUNCIL of TUMBY BAY</p>	<p><b>POLICY# 1.01</b></p> <p><b>Customer Service</b></p> <p><b>POLICY AREA</b></p> <p><b>Administration</b></p>	Version No:	1
		Issued:	Oct 2011
		Next Review:	2018 After Next Election

### **Aims & Objectives**

To ensure that when dealing with customers all staff respond in a courteous, consistent, timely and fair manner and satisfy all reasonable requests from customers.

To ensure that Council resources are used efficiently and effectively when dealing with customers.

### **Policy Detail**

#### **Our Philosophy**

Everyone in the District Council of Tumby Bay is to provide the highest quality customer service at all times.

Council's dual role as a service provider and a regulatory body can create situations where not all customer requests can be met. However, Council has an obligation to provide customers with an accessible, fair and equitable mechanism to access services, make service requests and obtain assistance. The establishment of a standardised, courteous and professional approach to the management of customer contact, in conjunction with clear policies and procedures, will facilitate the achievement of Council's obligation to its customers. This will enhance Council's image and provide customers with a positive experience of Council.

#### **Our Service Values**

- Treat all customers with respect and courtesy.
- Listen to what customers have to say and determine the exact nature of the request.
- Respond to customer enquiries promptly and efficiently.
- Act with integrity and honesty when dealing with customers.
- Provide relevant and timely feedback to the customers.

Council staff and Councillors aim to project a professional image at all times. To give customers consistent service experience, Council endeavours to;

- Demonstrate respect, courtesy, patience, attentiveness, consideration and sensitivity to the customer at all times that is appropriate to the age, culture and linguistic background of the individual/group.
- Identify customer needs and expectations.

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- Provide the local community with advice and other information that is clear and concise.
- Take appropriate action and respond in accordance with organisational policies and procedures with minimal inconvenience to the customer.
- Make decisions using processes that are consultative, impartial and otherwise ethical.
- Adopt fair, lawful and appropriate procedures when making decisions, carrying out activities and performing services.
- Be sensitive to any language or other communication difficulties experienced by members of the local community when providing advice and other information. If necessary, provide bilingual or other assistance as required.
- Be sensitive to any members of the local community with disabilities when providing advice and other information.
- Present a positive image of Council to the public.
- Demonstrate professionalism when dealing with difficult customers.
- Act in accordance with the law and Council's Code of Conduct.
- Respond to customer enquiries promptly and efficiently, within allocated timeframes.

### **Dealing with Difficult Customers**

Council recognises that difficult situations can be encountered when dealing with customers and must be dealt with discreetly, professionally and with decorum. If a customer becomes rude, abusive or aggressive, the staff member may warn the customer that the conversation will terminate if the behaviour continues.

In this situation the staff member must inform his/her supervisor of the incident

Complainants dealt with competently can become some of Council's strongest supporters.

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**Strategic Link:**

**Delegation:**

**Documentation:**

Complaints form

**Authority:** Adopted by Council: 10/10/2011 {Motion No19c/102011}

Reviewed by Council: 10/11/2015 {Motion 7c/112015}

SIGNED: .....

Responsible Officer

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

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**EXCELLENCE IN CUSTOMER SERVICE**

Are you concerned or aggrieved by any action or decision of a Council Officer?

If so, we will review our decision. We guarantee that the review will be:

- objective
- promptly undertaken (you will hear from us within 7 working days)
- based on customer services and conflict resolution

We will provide written notification including the reasons for our decision.

**What we ask you to do**

- Write and ask us to review our decision, or complete this PLEASE REVIEW form.
- Provide as much specific detail as possible.
- Lodge your request with the Chief Executive Officer, PO Box 61, Tumby Bay SA 5605, or by email to [tsmith@tumbybay.sa.gov.au](mailto:tsmith@tumbybay.sa.gov.au).
- If you require assistance, talk to any member of our staff.

This procedure:

- is in addition to any of your rights and entitlements under other legislation
- will not normally apply where a more formal appeal mechanism is in place (eg Planning Appeal) or where your complaint relates to a formal resolution made at a Council or Committee meeting.

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**PLEASE REVIEW**

Help us to help you by providing as much information as possible.

**Your concern is?**

Tell us what happened and the nature of your complaint.

(Please use the back of this form or another sheet if insufficient space is provided.)

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Date of occurrence or decision: .....

Name of Council employee (if relevant): .....

Where did the incident occur? (street, reserve, address – if not your own):

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**What can we do?**

Can the matter be resolved to your satisfaction?

If so – tell us how:

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Do you wish to speak to someone about this matter?

No

Yes (by phone) / (in person)

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**Your Personal Details**

Name: Mr / Mrs / Miss / Ms .....

Address: .....  
.....

Telephone: (w) ..... (ah) .....

Signature: ..... Date ...../...../.....

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