

POLICY LG41 CUSTOMER SERVICE CHARTER POLICY

DEPARTMENT:	Corporate Services
RESPONSIBLE OFFICER:	Manager Corporate Services
LINK TO STRATEGIC PLAN:	To Strengthen our sense of community and lifestyle through opportunities for people to connect and feel valued
STATUTORY AUTHORITY:	<i>Local Government Act 1993</i>
OBJECTIVE:	To provide responsive and consistent services to all members of the Break O'Day community and applies to all requests and complaints made by customers in relation to Council operations.
POLICY INFORMATION:	Adopted 19 August 2013 - Minute 08/13.11.9.215 Amended 19 January 2015 - Minute 01/15.11.6.010 Amended 20 February 2017 - Minute 02/17.12.10.34 Amended 21 May 2018 - Minute 05/18.12.4.112 Amended 15 April 2019 - Minute 04/19.12.7.77 Amended 20 April 2022 – Minute 04/22.13.4.69

POLICY

1. PURPOSE

This Customer Services Charter defines our commitment to how we serve our community and our expectations of how our community interact with us.

Our Customer Service Procedure sits alongside our Charter and further explains how and when we will respond to Customer Service requests, complaints and feedback. You can find this procedure with our Charter online here:

2. OUR VISION AND VALUES

Break O'Day Council's Vision and Values outline our commitment to our community. We developed these Values in collaboration with our community as part of our Strategic Plan 2017-2027, which you can find on our website.

3. OUR VISION

A naturally beautiful environment that speaks to our heart. A diverse and thriving community; a place of opportunity. A place where everyone feels safe, welcome and connected.

4. OUR VALUES

Working as a TEAM with OPEN & HONEST COMMUNICATION; we act with INTEGRITY whilst showing RESPECT and being POSITIVE and proactive in our actions.

5. WHAT WE CAN EXPECT OF EACH OTHER

5.1 What our customers can expect of us

- We will remain courteous, respectful and welcoming
- We will listen to you carefully and treat you fairly, without bias or prejudice
- We will strive to be inclusive and accessible to all
- We will strive to do our best to meet your needs to the best of our ability
- We will be timely in our responses to you
- We will keep your personal information confidential unless you have given us permission to provide that information to others
- We will act professionally, by arriving punctually to meetings and appointments

5.2 What you can do to help us, help you

- Treat our staff, outdoor workers and other customers/community members courteously and with respect
- Whenever possible, make an appointment with the relevant officer
- Supply accurate, complete and relevant information within agreed timeframes and as requested
- Engage and speak up about issues of concern to you using appropriate channels of contact (See Talking to Us)
- Be mindful that your request may have a financial impact
- Remain calm if you don't get the answer you wanted – We may not be able to give you the response you need but we will do our best to assist you
- Understand that sometimes because of legislative and statutory obligations, Council may not be able to comply with your request.

5.3 Talking to Us

We want to know what we are doing well and what we need to work on so we can better serve our community. When we receive feedback we will make sure it is managed fairly, promptly, sensitively and efficiently.

There are lots of ways that you can share your thoughts with us including:

- Report an Issue using a Customer Service Request Form
- Write to us by post or email
- Visit In Person
- Give us a call on 6376 7900
- Send us a petition
- Invite us to your group's meeting
- Speak to a Councillor

*You can find more information on how to put together a valid petition, customer service requests or feedback on our website under My Council/Customer Feedback.

6. CUSTOMER FEEDBACK

6.1 What happens once Council receives my feedback?

Your feedback is important to us. It helps us understand the needs of our community, what is working well, and where improvements can be made. We may contact you to discuss your feedback or ask for more information.

- We will do our best to respond to your feedback within 10 working days. The timing really depends on the complexity of your feedback.
- We will protect your personal information in accordance with the *Personal Information Protection Act 2004*. Council will not disclose your personal information to any other person or organisation unless one of the following reasons applies:

- . You have given Council consent to do so
- . Council is required by law or authorised to do so under a law
- . There are grounds to believe disclosure will prevent a threat to life or health
- . That person or organisation is providing a service to Council and is required to maintain the same or similar privacy legislation principles
- . Another government agency or authority has the appropriate jurisdiction to assist with your request

6.2 When won't we respond to feedback

Council reserves the right to NOT acknowledge or respond to:

- Feedback sent for the sole purpose of harassment
- Complainants who revisit the same issue without offering any new information for consideration
- Anonymous feedback will be considered and recorded. However without your contact details we cannot respond to your request.
- When customers are rude and abusive to staff

7. NOT HAPPY WITH THE OUTCOME

If you are not happy with our response to your complaint you can request an internal review which will be conducted by the General Manager.

- Phone: 63767900
- Email: admin@bodc.tas.gov.au Attention: General Manager
- Mail: 32-34 Georges Bay Esplanade, St Helens, Tas, 7216
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If you are still not satisfied with the outcome there are other ways to have your complaint reviewed.

You can find a list of these on our website under My Council/Customer Feedback, or you can contact our office for further information.

8. FURTHER INFORMATION

A customer service request form can be found on Council's website at My Council/Customer Feedback.

Council also has a Customer Service Procedure which outlines in detail our service level commitment to our Customers. The Local Government Act 1993, section 339F details a Council's legislative requirements when developing and publishing a Customer Service Charter. You can find this here: <https://www.legislation.tas.gov.au/view/html/inforce/current/act-1993-095#GS339F@EN>

9. REVIEW & MONITORING

Council will review and amend this Policy every four (4) years; or within twelve (12) months of local government elections in compliance with Section 339F of the *Local Government Act 1993*, or earlier in the event of major changes to legislation or related policies, procedures or if deemed necessary by the General Manager.