

Customer Service Charter

The Customer Service Charter is an expression of the Shire of Toodyay's commitment to improving the service and communication with you. Our Customer Service Charter sets out the standards you can expect from us every time you interact with us, whether it is by phone, through the mail, via email or in person.

The hallmark of our Customer Service Charter is a promise to provide consistently professional and high quality service, based on the five core values of honesty, integrity, respect, professionalism and open communication.

CORE VALUES OF CUSTOMER SERVICE

Honesty

Is being truthful, open and fair to our customers all of the time:

- Inform our customers of what we are going to do and how long it will take to complete the task.
- Provide complete and correct information, and in the event that we can't, explain the reasons why.
- Act in a professional and ethical manner.
- Admit when a mistake has been made.

Integrity

Is the soundness of principle, character and honesty:

- Act truthfully and reliably.
- Treat our customers with respect and sincerity.
- Acknowledge our customers and attend to them as quickly as possible.
- Answer the phone within 6 rings but aim to achieve a maximum of 3 rings.
- Inform you of delays if you are on hold.
- Respond to correspondence within 7 to 10 working days but strive to reduce this to 5 working days.
- Be dressed appropriately.
- Be identifiable by name to both customers and staff.
- Positively greet customers.

Respect

Is to treat with consideration and having regard for the customer:

- Treat you as we wish to be treated.
- Be willing to understand our customer's enquiry and give the customer our full attention.
- Give the customers our highest priority.
- Listen to our customers and try to see the situation from their point of view.
- Try to find the solution ourselves, or by ensuring that we are referring the customer to the correct Officer.



Professionalism

Is engaging in one of the learned or skilled professions, displaying knowledge of some department or vocation:

- Create a culture that is customer focused and that places a high value on delivering excellent customer service.
- Treat all enquiries seriously and use them as opportunities to improve.

Open Communication

Is the imparting or interchange of thoughts, opinions or information by speech, writing or signage in a manner that is open, frank, truthful and complete:

- Provide all information pertinent at the first possible opportunity.
- Ensure that all information is complete and correct, and in the event that we can't, explain the reasons why.
- Avoid the use of technical terms and jargon as much as possible in our communications.
- Deliver our messages in a format appropriate to the circumstances.

Key Targets

We have set a number of key targets to help us achieve the five core values of customer service:

- Greet customers politely and promptly, behave in a courteous, friendly, open and non-threatening manner and actively listen to our customers.
- Acknowledge or respond to correspondence accurately and in a timely fashion (not exceeding 10 working days without consultation with the customer)?
- Answer the telephone promptly and within 6 rings.
- Respond to telephone messages and acknowledge or answer email messages within the same working day wherever possible.
- Ensure customers do not have to needlessly repeat enquiries if passed to another staff member.
- Take ownership of enquiries and follow through to completion.
- Keep customers informed.
- View complaints as a positive opportunity for improvement.
- Be identifiable as employees of the Shire of Toodyay with a neat and tidy professional appearance.

Feedback

The Shire of Toodyay values the feedback that our customers provide and welcome suggestions compliments and complaints.

- Provide us with the appropriate information and documentation.
- Treat us how you would like to be treated.
- Provide us with feedback (the good and the bad) to help us improve our service.
- Participate in community consultation processes and opportunities so that we can understand your views.
- If you wish to provide feedback, please complete the Customer Service Feedback form.

