



Policy Title: CUSTOMER SERVICE POLICY

Policy Type: ADMINISTRATIVE
 (Statutory, Financial, Administrative, Human Resources)

Policy Number: A002

Approved by Council	Last Review	Current Review	Next Review
	19 May 2020	18 May 2021	21 May 2022
	Resolution #	Resolution #	Resolution #
	20.6632	21.6948	
Approved by CEO/Director:	Bernie McCarthy – CEO	 Signature.	
Effective Date	19 May 2021		
Implementation Department		Officer Position	
Corporate Services		Director Corporate Services	
Revision #:	Document Management File #.		
3.0	01-03-A002		

1. APPLICATION

This Policy applies to all staff, but has particular application to staff directly engaged in customer service, administration and management.

2. PURPOSE

This Policy supports the Council's Customer Service Charter and provides a framework to ensure customers experience with council is a positive one.

3. CUSTOMERS

Customers are everyone who receives services from the Council and anyone who interacts with Council employees in the course of their work. These include the residents of Aurukun, our Mayor and Councillors, suppliers of goods and services, Members of Parliament, Queensland and Australian government departments, community organisations and NGO's, visitors to Aurukun and many others.

Customers also include colleagues, supervisors and staff who we support, manage and advise in the course of our work.

4. FIRST CONTACT

The main office reception desk will be staffed every day during office hours.

Act in a friendly, courteous and professional manner even if you are having a difficult day.

Be polite and treat customers with respect.

Be well-groomed and dressed appropriately.

Identify yourself if you believe you could be unknown to the customer

Listen carefully and with obvious interest to the customer.

Use active listening techniques to assure yourself that you understand the customer.

When necessary make a written note and read it back to the customer for confirmation.

5. TELEPHONE USE

Answer the phone "Aurukun Shire Council, my name is (Name) (Surname). How may I help you?"

Ensure that your phone's message bank service is properly set up and check for messages regularly, especially when you have been away from your desk.

When reception is unattended negotiate with a work colleague to attend main reception. The calls will be forwarded and then to message bank.

Email phone messages to the appropriate officer as soon as you can after taking a phone message.

When you receive a phone message, contact the customer as soon as practicable. If the query cannot be answered quickly, advise the customer that you received their query and will get back to them in (estimated time). If you cannot meet your original estimate, contact the customer again with a revised estimate.

6. EMAIL USE

Answer emails as promptly as work priorities allow.

When going on leave or in other situations when you cannot access your email messages for more than a day, set up an 'out of office' message that provides phone and email details for an alternative contact officer.

7. APPOINTMENTS AND MEETINGS

All internal appointments and meetings should be arranged through Outlook where possible.

When arranging an appointment or meeting with an external person, enquire if they have Outlook and act accordingly.

8. INDUCTION AND TRAINING

The WHS and Training Officer and ICT Officer will ensure that all staff are appropriately proficient in the operation of Telstra's Polycom handsets and MS Outlook.

If staff are away for greater than three days an out of office response until further notice needs to be coordinated through the officer or in an emergency the ICT/Records Manager.

9. RIGHTS OF REDRESS IF UNHAPPY WITH COUNCIL SERVICE

ASC is committed to dealing with complaints fairly, confidentially, promptly and in a respectful manner.

If you are unhappy with service provided by council in the first instance try and sort the matter out with the officer providing the service.

If you are unable to resolve the matter with the officer involved please write a written letter to the Chief Executive officer outlining your concerns.

If the matter takes longer to resolve and respond you will receive formal correspondence either addressing your complaint or advising the matter will take longer to resolve than 10 days within a 10 day period.

Any variation of this policy will only be permitted through the negotiation and agreement of the Chief Executive Officer (CEO) and approval by the Council.