

» customer service charter

Ballina Shire Council's commitment to providing quality customer service



» Our Service Commitment

Council offers a range of customer services to residents, business, community organisations and visitors. Our Customer Service Standards reflect our commitment to the quality of service provided to you.

We will take the time to:

- Respond to your enquiries in a professional and friendly manner.
- Listen to and respect your issues and concerns.
- Accurately reply to customers and colleagues in a fair, honest and timely manner.
- Set clear expectations of the next steps and deliver on those commitments.
- Consistently apply these standards across all contact points within Council.
- Continuously improve our service by proactively seeking feedback from the community and actively measuring performance against these commitments.

our **vision**

Ballina Shire is safe, with a connected community, a healthy environment and a thriving economy

our **values**

creative
accessible
 respect
energetic
 safe

our **service**

communicate
responsive
 empathy
accountable
 teamwork
enthusiasm

» Performance standards

Telephone answering	Within 20 seconds
Response to voicemail	Next business day
Response in person	Within 5 minutes of arrival to foyer
In person, referral response	Same business day where possible
Acknowledgement of correspondence	Within 3 business days
Response to correspondence	Within 15 business days
Acknowledgement of Emails	Within 3 business days
Response to Emails	Within 15 business days
Social media private message	Same business day
Instant Message	Same business day

»» We commit to...

- Answer incoming telephone calls, where practicable, within 20 seconds. If demand for our service is high, we may need to place your call in a queue for a short period
- Greet you with respect, courtesy and understanding
- Answer your call either personally, or referring you to the relevant officer who can answer your enquiry
- Respond to your call with courtesy, and appropriately identify ourselves by name and section
- Return your unanswered call by the close of business on the next working day
- Whether you contact us by phone or in person we will ensure that you are put in contact with the most appropriate person who can respond to your enquiry
- Maintain contact with you pending satisfactory resolution of your enquiry
- Attend to your enquiry as quickly as possible. However, on occasions where this is not possible, follow up contact will be made within 24 hours
- Wear name badges, so that you can identify the Customer Service Officer you are dealing with
- Acknowledge receipt of your correspondence within three working days. Respond to incoming correspondence within 15 working days of receipt
- Provide you an interim response if your enquiry cannot be fully addressed within 15 working days
- Write to you in clear, concise language that is easy to understand
- Having a zero tolerance for fraudulent or corrupt conduct by Councillors, employees, volunteers, contractors and suppliers
- A high standard of ethical and accountable conduct and support and protect the reporting of wrongdoing.

»» Our expectations of customers

So that we can provide services to the best of our ability, we ask customers to:

- Treat Council officers with courtesy and respect.
- Respect the privacy, safety and needs of other members in the community.
- Provide accurate and complete information.
- Telephone to make an appointment for a complex enquiry or to see a specific officer.
- Telephone the officer nominated on correspondence sent to you and quote the reference details on the letter.

»» Privacy and Information

Requests for access to Council documents are handled in accordance with the Local Government Act, Government Information (Public Access) Act and Council's Privacy Management Plan. In addition the Privacy and Personal Information Protection Act sets requirements in relation to disclosure of personal information.

Further information is available by viewing Council's Privacy Management Plan on our website, or by contacting the Public Officer.

Your views are important...

We value your feedback, as it helps us to improve the way we provide our service to you. We take compliments, comments or complaints about our service and staff seriously. You can provide feedback by:

contacting us by:

email council@ballina.nsw.gov.au

web ballina.nsw.gov.au

facebook ballinashirecouncil

phone 1300 864 444

visiting us at:

Customer Service Centre

40 Cherry Street

Ballina NSW 2478

writing to:

The General Manager

Ballina Shire Council

40 Cherry Street

Ballina NSW 2478

