

CUSTOMER SERVICE CHARTER

Connected Community | Relaxed Lifestyle | Natural Beauty | Diverse Economy



Richmond
Valley
Council



Our Purpose and Goals

Our unique purpose is to lead, govern and serve. We are here to provide important facilities, programs and valued services for our communities.

Our staff, whether they are at the counter, working in an office, driving a truck or mowing a park, are encouraged to pursue excellence in all they do.

► Our People

We respect, care about, support and develop our people. We promote a safe workplace where people can explore opportunities. We're community focused and in this together.

► Innovation

We encourage creativity and innovation to develop and implement customer focused outcomes, in response to the needs and expectations of our community. We embrace the opportunity to implement positive change for the benefit of all.

► Leadership

We encourage leadership aligned to our values at all levels of the organisation. We work together to best use our skills and knowledge to pursue challenges and to deliver excellent services to our customers and our community.

► Integrity

We are transparent and take responsibility, individually and as a team. We take ownership and do what we say. We respect your privacy and keep your information confidential.

Welcome

Our Customer Service Charter is our commitment to provide you, our customer, with quality service which is professional, efficient and effective.

It also provides our staff with clear standards and expectations to deliver on our promise of quality service. These standards will be regularly monitored to gauge our performance and where we may need to improve.

Your Feedback

Council's customer service promise is based on our commitment to delivering the highest quality and level of service as outlined in this charter. We will use your feedback to drive business improvements in an open and accountable manner, using it as an opportunity to learn and improve our service delivery.

OUR COMMITMENT TO YOU



We're committed to excellence with:

- Prompt, friendly and ongoing customer service.
- Active social media, informing you of what's happening in your area and answering your questions.
- Easy-to-use online services.

When you contact us we will:

- Greet and listen to you with respect, courtesy and understanding.
- Respond to your enquiry in a professional and timely manner.
- Endeavour to resolve your enquiry at the first point of contact or record your request for actioning.
- Set clear expectations of the next steps and deliver on those commitments.
- Consistently apply these standards across all contact points of Council.
- Identify ourselves as Richmond Valley Council and introduce ourselves by name.
- Continuously improve our service by proactively seeking feedback from the community and actively measuring performance against these commitments.





Telephone

- Answer your call within 20 seconds, though in periods of high demand we may need to place your call in a queue for a short period.
- Strive to provide 80% first call resolution to your enquiries,
- Return your unanswered call or message by close of business the next day.
- Provide 24-hour phone service for urgent after-hours requests.



Visit in Person

- We will attend to you promptly and not keep you waiting more than five minutes.
- We will acknowledge your arrival and serve you in turn.
- We will attend to your appointment prepared and on time.



Written Correspondence

- We will respond to all letters, faxes and emails within 21 calendar days.
- We will provide an interim response to you if your enquiry is complex and cannot be addressed within this time.
- We will respond by appropriate methods in clear concise and easily understood language without acronyms and jargon.



Website and Social Media

- Enquiries made via Council's website or Facebook Messenger will be acknowledged as being received via an automated response and processed in line with the written correspondence standards listed above.
- Council cannot guarantee a response to all posts made on its social media sites and, therefore, will post responses when considered necessary or appropriate.
- We will continuously review our website to ensure it is easy to navigate and displays current and accurate content.

HELP US HELP YOU

- We ask you treat our staff with courtesy and mutual respect.
- Respect the privacy and rights of other customers and the community we live in.
- Provide accurate and complete information and documentation.
- Acknowledge Council is subject to strict governance and legislation which may result in decisions customers may not agree with.
- Work with us to solve problems and reach resolutions.
- Provide us with honest constructive feedback on our service.

Customer Feedback

We are constantly looking for ways to enhance the services and programs we provide to the community. If you have been pleased with our service, let us know, as it gives us the opportunity to recognise the great service provided by our staff.

If you can suggest how we can do things better, please tell us. We welcome your feedback to improve our service to you. A feedback form is available online at www.richmondvalley.nsw.gov.au or at any of your customer contact centres or libraries. Alternatively, email or give us a call.

Our performance will be measured by customer surveys, customer feedback, telephone system reports, customer requests system reports and correspondence monitoring.

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HOW TO CONTACT US

Website www.richmondvalley.nsw.gov.au

Email council@richmondvalley.nsw.gov.au

Telephone 02 6660 0300

Fax 02 6660 1300

Write Richmond Valley Council

Locked Bag 10

CASINO NSW 2470

Visit Casino: 10 Graham Place

Evans Head: 25 Woodburn Street