



POLICY – CUSTOMER SERVICE

Version No.	Adopted	Resolution
1	Council - 9 March 2016	2016/60
2	Council – 12 September 2018	2018/227
3	Council – 19 February 2025	2025/308

Updated: Director of Finance & Corporate Strategy
Version No: 2.0
Adopted: 9 March 2016
Review Date: 19 February 2025

STATEMENT

Narromine Shire Council is committed to providing quality Customer Service that is equitable for all customers and reflect our vision and core values.

OBJECTIVES

- To ensure that Council responds to customers in a courteous, consistent, timely and fair manner.
- To ensure that Council resources are used efficiently and effectively when dealing with customers.

SCOPE

This policy applies to all Councillors, Council Staff, Volunteers and Contractors of Narromine Shire Council.

LEGISLATION

Local Government Act 1993
Local Government (General) Regulation 2021
Privacy and Personal Information Protection Act 1998
Health Records and Information Privacy Act 2002
Government Information and Public Access Act 2009
State Records Act 1998

RELATED DOCUMENTS

Council's Complaint Handling Policy
Council's Unreasonable Conduct by a Complainant Policy

DEFINITIONS

Customer	Shall mean any person or organisation that has any form of dealing with Council. This includes residents, ratepayers, business operators, Council Staff, Contractors, Volunteers and Elected Members.
Customer Service	Shall mean the assistance and advice provided by Council to its customers.
Complaints	Expression of dissatisfaction made to or about Council, its services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

Standards of Customer Service

Council employees will uphold and maintain a professional and positive image of Council at all times through:

- Demonstrating respect, courtesy, patience, attentiveness, consideration and sensitivity to our customers that is appropriate to their age, culture and linguistic background
- Demonstrating professionalism when dealing with customers
- Responding to customer enquiries promptly, efficiently and within allocated timeframes
- Identifying customer needs and expectations
- Providing customers with advice and information that is clear and concise
- Making decisions using processes that are consultative, impartial and ethical
- Ensuring all personal information is kept confidentially
- Acting in accordance with the law and Council's policies and procedures

Council's Expectation of the Customer

To assist Council to provide high quality and efficient customer services we request customers to:-

- Provide accurate and complete information so we can respond appropriately to your enquiry.
- Respect the privacy, safety, needs and rights of other customers.
- Treat Council staff and Councillors with courtesy and respect.
- Provide us with feedback so we can improve our service delivery.
- Work with Council to solve problems
- Respect the community in which we live

Rude, abusive or aggressive customers

Rude, abusive or aggressive behaviour may include rude or otherwise vulgar noises, expressions or gestures, verbal abuse of a personal or general nature, threatening or offensive behaviour, physical violence against property or physical violence against a person.

If, in the opinion of any Council employee, rude, abusive or aggressive comments or statements are made by a customer, the employee will:

- Inform the customer if the behaviour continuous the communication/interaction with them will be terminated.
- Terminate the communication/interaction if the rude, abusive or aggressive behaviour continues after a warning has been given.

Where communication/interaction with a customer has been terminated, the employee must notify their relevant manager/supervisor of the details as soon as possible.

If any staff member of Council or Councillors feel threatened by abusive or aggressive behaviour by a customer, the Police may be notified.

The General Manager may decide to limit or cease responses to a customer if they continue to be rude, abusive or aggressive in their dealings with Council in accordance with Council's Managing Unreasonable Complainant Conduct Policy.

Complaint Handling

All complaints will be dealt with in accordance with Council's Complaint Handling Policy.

Council's Customer Service Standards

REQUESTED SERVICE	OUR STANDARD
Return your phone call	At the first opportunity however where information is not readily available, within 5 working days
Respond to enquiries on Council's website	Within 3 working days
Respond to general requests for service	Within 7 working days. Further evaluation of the urgency and risk will be made with timeframe altering depending on resource availability
Acknowledge written correspondence	Within 5 working days
Keeping you informed	Notify you if there is a delay in our service commitment within 10 working days
Complaint resolution	In accordance with Council's Complaint Handling Policy
Missed visits	A 'visit card' will be left with contact details following a visit to your residence if you are not home
Dogs	
Respond to urgent dog requests	24 hours
Respond to routine dog requests	Within 5 working days
Environmental Health	
Respond and investigate food complaints	Within 5 working days
Respond and investigate noise complaints/ environmental nuisances	Within 5 working days
Safety	
That places the community at a high risk	Immediately - within 2 hours
That places the community at a medium risk	24 hours
Development Applications	
Determination of fully documented DA	40 days (60 days for designated and integrated development or development for which concurrence of another Authority is required).
Finance	
Payment of accounts	By due date
Governance	
Make available Council Meeting Agenda	Available 3 days prior to each Council meeting

Evaluating Council's Performance

Council welcomes feedback at any time as it assists the Council in monitoring and improving its services.

Contact Details

In Person

Council's offices are open Monday to Friday from 8.30 am to 4.30 pm.
Customer Service and Payments Centre - 118 Dandaloo Street, Narromine.

By Phone

02 6889 9999

By Email

mail@narromine.nsw.gov.au

In Writing

General Manager, PO Box 115, Narromine, NSW, 2821

Councillors

Contact details for the Mayor and Councillors are located on Council's website
www.narromine.nsw.gov.au

Customers not satisfied with Council's responses, can approach a review body such as the NSW Ombudsman which may be able to provide assistance:

Visit - www.ombo.nsw.gov.au

Tel - 1800 451 524