

Introduction

The provision of high quality customer service is essential to the success of the Shire of Capel business and in order to achieve this standard, processes and expectations must exist.

Customers include ratepayers, visitors, work colleagues, developers, builders, councillors and anyone we deal with either in person, by telephone, email or in writing.

Purpose

1. To quantify the service standards and processes customers can expect from employees and Councillors.
2. To provide employees and Councillors with the customer service standards and processes they are expected to provide to customers.
3. To fulfil the objectives of the Shire of Capel Customer Service Charter.

Policy statement

1. Employees and Councillors acknowledge that the business of the Shire of Capel is customer service and all employees and Councillors are customer service representatives.
2. The Shire of Capel shall maintain a Customer Service Charter to establish and monitor customer service standards.
3. Employees and Councillors will adhere to the service commitments detailed in the Customer Service Charter

Application

This Policy applies to all current and new Councillors and employees.

Procedure

Department:	Corporate Services	Next review:	December 2021
Reviewer:	Director Community & Corporate	Legislation:	Local Government Act 1995, s2.7(2)(b)
Adopted:	Minute OC1124, xx.11.xx	Delegation:	
Amended:	Minute OC0126, 24.01.07 Minute OC0211, 19.02.14 Minute OC1108, 22.11.17	Risk:	
Policy ref #:		Version:	