

CUSTOMER SERVICE CHARTER

**Our Customer
Service
Commitment
to You**



Opōtiki District Council

STRONG COMMUNITY STRONG FUTURE

Background

Opotiki District Council engages with people and communities in many ways through its consultation, communication, community development and customer services. We also engage and interact with customers through the provision of a range of everyday services, such as water, roading, parks and playgrounds, libraries, I-Site, environmental health services, building control services and animal control as examples.

All of these interactions are important in building a high level of trust and connectivity between customers and the Opotiki District Council.

The Customer Service Charter outlines our commitment to our customers (both internal and external). Our aim is to continuously improve and ensure high satisfaction with our services.

Purpose and Scope

At the heart of Customer Service are the needs and expectations of the customer. To deliver a high standard of customer service, consistently, we must continue to understand our customer's needs, communicate effectively and efficiently, empower our employees to serve our customers, value customer satisfaction and continue to embrace technological solutions to simplify the customer experience.

The purpose of our charter is to set priorities, focus energy and resources, strengthen service delivery, ensure staff and key stakeholders are working towards common goals, establish agreement around intended outcomes/results, and assess and adjust the organisations customer service direction, in response to an ever-changing environment.

We will achieve this by applying best-practice customer-focused business principles to our service delivery.

Our Commitment

We recognise that the customer service we provide is integral to our customers' needs and may impact upon their ability to achieve outcomes. We are committed to providing the service needed to meet these obligations in a responsive and professional manner to a high standard.

We are committed to:

- building a customer-first culture which puts our customers at the centre of everything we do.
- train and develop employees to take responsibility for providing a customer-first approach.
- communicate with our customers and keep them in mind when developing policies and procedures.

- measure, report, review, improve our customer services.
- We will always look to understand our communities' expectations and try to achieve a high level of customer satisfaction.

Our Service Standards

We aim to provide a consistent and reliable service across all departments,

Telephone:

- We aim to be available to answer your call promptly and politely.
- Requests for service will be forwarded to the appropriate person the same working day they are received.
- We will transfer your call to the correct person if your enquiry cannot be resolved at the first point of contact.
- We will take a message if we are unable to transfer your call.
- We will return messages within **2** working days or less.
- We will keep our electronic calendars updated so staff can assist customers with our whereabouts.

Voicemail:

- Each staff member has a voicemail, so you have the ability to leave a message.
- We will return voicemail messages within **2** working days or less.
- If a staff member is on leave, they will return your voicemail message on their return.

Letters, faxes and applications:

- All enquiries will be acknowledged within **2** working days or less.
- If we are unable to provide a full response to you within **10** working days we will provide you with an expected timeframe for your query to be resolved.
- Applications will be processed within the timeframes set by relevant legislation.

Emails and online requests for service:

- All email enquiries will be acknowledged within **2** working days.
- Requests for service will be forwarded to the appropriate person the same working day they are received.
- If we plan to be out of the office for more than one working day, our out-of-office email reply will reflect this and will provide an alternative point of contact.

Social media:

- We will respond to general enquiries within **2** working days.

Visiting Council Offices:

- We will greet you politely on entering our offices.
- We will acknowledge you if there is a wait.
- If you have an appointment, we will meet with you on time.
- We will contact the appropriate person if your enquiry cannot be resolved at the first point of contact.
- If the person you require is unavailable, we will take your contact details and ensure they are passed on, we will also give you the relevant business card for your reference.
- Some enquiries cannot be resolved with a drop-in visit, for these an email with relevant information and an appointment may be required.

Complaints

- We are committed to providing excellent customer service and getting things right the first time. Despite our best endeavors we recognise that things may not always meet customer expectations.
- Some complaints can be dealt with immediately, others may need to be referred to the appropriate council officer. These referred complaints will be acknowledged in writing or by telephone to confirm that we have understood the concerns correctly within **3** working days or less.
- If you are not happy with how we have handled your issue or the response provided, there is an escalation process you can use to make a **Formal Complaint**. (Please refer to [Council's Complaints Policy](#))
- We will use customer feedback to drive improvements in the quality of our service delivery.

Compliments

- We welcome your compliments and want to recognise and celebrate our employees and the work they do to make Opotiki the special place that it is.
- Please let us know if you think someone has done an outstanding job or that Opotiki District Council has delivered a service, project or event which has particularly impressed you.

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