

Customer Service Charter



OUR COMMITMENT TO YOU

The Shire of Ashburton will ensure our customers and stakeholders receive efficient, responsive and friendly service.

OUR VISION

We will be a welcoming, sustainable, and socially active district, offering a variety of opportunities to community.

OUR VALUES

**RESPECT | OPENNESS | TEAMWORK | LEADERSHIP
EXCELLENCE | HEALTH AND WELLBEING**

OUR CUSTOMER FOCUS

We will demonstrate customer focus by

- Being friendly and polite
- Listening and being respectful
- Responding to enquiries promptly
- Working with you to find a solution
- Providing information that is up-to-date, relevant and easily understood
- Keeping you informed.

HELP US HELP YOU BY

- Letting us know when things change, such as your address or other contact details
- Providing us with accurate and complete details when you contact us
- Showing courtesy and respect to our employees and customers
- Contacting us to make an appointment if you have a complex enquiry or need to meet with a specific officer
- Telephoning or emailing the officer nominated on correspondence sent to you and quoting the reference number provided
- Understanding the Shire may not have the authority to deal with your request and may need to refer you to another organisation.

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SERVICE STANDARDS YOU CAN EXPECT FROM US



On the telephone we will:

- Answer calls promptly and courteously
- Listen carefully to establish your concerns and needs
- Strive to provide a first point of contact resolution
- Transfer calls that require specialist assistance
- Respond to your messages within one business day.



In person we will:

- Provide you with prompt, courteous and professional service
- Provide you with information relevant to your enquiry
- Refer you to an appropriate staff member if your enquiry requires technical advice.



When you email or write to us we will:

- Reply in a clear and concise manner
- Provide a response within seven business days, and keep you informed of the progress of your enquiry if any delays occur
- Provide you with contact details of the staff member dealing with your enquiry.



Online we will:

- Ensure our website is kept up to date
- Provide convenient online tools
- Engage with our community on issues that affect them
- Provide helpful Frequently Asked Questions and 'how to' guides
- Ensure information, resources and services are accessible and inclusive.

We value your feedback

If we've exceeded your expectations

It's important to know what works well. By telling us when you've received excellent customer service, we can recognise the efforts of our staff and ensure we replicate this level of service across the organisation.

If we haven't met your expectations

If you feel we could improve our service to our customers, please let us know. Feedback or complaints may be submitted in writing via the Shire website, by email or post, in person or over the telephone.



connect with us

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