

Policy Statement

The ~~Council of the~~ Town of Victoria Park Council is committed to the excellence in ~~the area of~~ customer service delivery to all its customer segments and stakeholders. ~~its residents, visitors and ratepayers.~~

Customer Service ~~The~~ delivery aligns with the commitments principles of in the Town's Customer Service Charter, relevant industry standards and the WA Ombudsmen's best practice.

Scope

This policy applies to all employees, contractors and Elected Members who work for, or act on behalf of the Town of Victoria Park.

Practice Implications

Practices to demonstrate;

1. Transparency and good governance ~~to residents, visitors and ratepayers~~ when delivering services, actioning requests and receiving feedback;
2. Increasing customer satisfaction ~~by~~ achieving obtaining the right outcome when delivering services, with accountability and continuous improvement and requests; and
3. Consistency in all customer correspondence to meet set standards including resolution of complaints and control in how Council investigates and handles complaints;
4. Guidance on responding to treatment of unreasonably persistent vexatious complainant customers.

References

Local Government Act 1995

State Records Act 2000

Town of Victoria Park – Customer Service Charter

Town of Victoria Park – Code of Conduct

Town of Victoria Park – Record Keeping Plan

International Standardisation Organisation – ISO 26000 – Social Responsibility

Directly Associated Practices

Customer Service Delivery Management Practice
Customer Service Quality Review Strategy