

CUSTOMER REQUEST POLICY

22 August 2018



Policy Purpose

Council's mission statement is to:

- Provide efficient and safe service **and project** delivery, good governance and leadership
- Manage community assets in a financially responsible way
- Partner with community, government and industry to grow our region.

This policy establishes a framework that supports key elements of Council's mission statement including *the provision of efficient and safe service and project delivery, good governance and the management of community assets in a financially responsible way*. It also details how our customers can help us to ensure their requests are managed as efficiently as possible.

In development of the policy, Council aims to achieve best practice in our customer request management and it is underpinned by the following values and priorities:



1. Customer Contact

Making it as easy as possible to contact Council (getting the right information to the right area at the first contact).



3. Consistency

Making consistency one of the keys to our success - consistency in our processes for each type of request and in our words and actions.



2. Communication

Welcoming and interacting with our customers in a friendly, helpful and professional manner, and ensuring there is timely and effective communication with our Customers about the progress of their request from acknowledgement of receipt through to finalisation of the response.



4. Compliance with Legal Requirements


Ensuring the management of our Customers' Requests is compliant with Federal or State legislation applicable to local government, and employee actions are not contrary to the decisions made by the elected Council at a Council meeting (including local laws, subordinate local laws, policies or resolutions).



5. Care of our Customers and our Council Team Members

Showing mutual respect and empathy in the care of our Customers and our Council Team Members – in particular:

- our Customers who are often facing many issues in their daily lives other than the matter they are raising with Council (e.g. drought);
- our employees who are on the front-line of service delivery and implement Council's decisions on a daily basis; and
- the elected Council who often need to make difficult decisions on behalf of the community for the long term benefit of the region.



Administration Centre



6. Council Service Level Targets

Setting and communicating service level targets based on the complexity of the request, measuring and regularly reporting on whether those targets have been met, and recognising exceptional customer service by our employees.



7. Customer Safety Nets

Implementing a range of checks to ensure that no request is missed from receiving attention.



8. Continuous Improvement (Learning and Improving)

Always being on the lookout for ways we can improve our Customer Service (including Customer Request processing, service delivery and Customer satisfaction with the types of services we provide).



9. Community Focus

Ensuring our decisions (about the type and level of services) and our service delivery is consistent with the broader public interest, being mindful of any impacts an individual's request has on others.

Policy Scope

This policy provides the overarching framework for the management of Customer Requests to Maranoa Regional Council. In accordance with the *Local Government Act 2009*, services are delivered by Council employees, with the services, associated policies and budget approved by the elected Council at formal meetings. On a day to day basis, employees provide the services within the policies adopted by the elected Council. Where a request falls outside Council's policy, employees will raise the matter on the Customer's behalf through the approved processes.

This policy and associated service standards exclude:

- Requests for documents, which are governed by separate State Government legislation (*Right to Information Act 2009* and *Information Privacy Act 2009*);
- Communication, applications and requests applicable to specific legislative processes such as the *Planning Act 2016*.
- Contract matters where an individual or business has a legal agreement with Council;
- Requests that are not lodged by the Customer directly with Council;
- Repeated requests about the same issue by the same customer (Refer Complaint Management Policy);
- Complaints about the conduct of an employee or Councillor.

Council may also, from time to time, adopt additional policies that complement, or work in conjunction with, the Customer Request Policy to provide additional strategic guidance for the management of specific types of customer contacts (e.g. Water & Sewerage Customer Requests, Roads Customer Requests, Privately Funded Works Policy, Complaint Management).

1. Customer Contact

Making it as easy as possible to contact Council (getting the right information to the right area at the first contact).



We have all heard the story of Chinese whispers - the more times a message is passed on, the more information is lost along the way. Given that we are all human, we also hear and pick up different parts of the message. Often, by the time the message gets to the end of the line, it is actually different to the original message.

The same is true for Customer Requests.

This can be frustrating for the Customer and waste significant time and resources with our employees trying to solve the wrong problem.

Help us to help you get your message to the right place at the first contact by lodging your request through one of the published contact methods.

Our Goal: To make contacting Council easy



...Getting the right information to the right area at first contact

Did you know? In 2017/18...

- 18,768 calls were received;
- 11,099 people visited one of our Customer Service Offices;
- 11,918 customer requests were recorded.



1 (a) We aim to make our customers' interactions with Council as easy as possible by:

- Offering a broad range of approved contact methods for Customer Requests;
- Providing Customers with a choice of their preferred local office for communications about their request, including progress updates;
- Providing a Customer Request Number to streamline our customers' current and future interactions with Council about their requests;
- Ensuring that we capture at the first point of contact as much of the critical information required to process each type of request as efficiently as possible (our Customers also then don't need to explain / repeat their request to multiple officers).

1 (b) We aim to get the right information to the right area at first contact by:

- Implementing and maintaining customer request software whereby requests are set up to automatically forward to the correct department or departments and employee roles based on the type of request.

Benefits of new changes include:

- Time saved for our customers removing the need to navigate the various departments within Council and having to work out who is best qualified to individually or collectively address customers' requests;
- Increased efficiency for customer request processing which is important given the volume of requests that Council receives each year (less double handling of requests means that we can do the same amount of work with less resources);
- Reduced costs associated with training a large number of staff on the complex array of requests received by Council each day (Council provides hundreds of different types of services);
- Providing both regional and local customer request options, while still ensuring that accurate records are maintained about the receipt, progress and finalisation of requests.

2 (a) We aim to welcome and interact with our customers in a friendly, helpful and professional manner by:

- Remembering that a smile, a wave, a greeting costs nothing, but means a lot – whether on a worksite or in the office;
- Introducing ourselves when managing our Customers' Requests;
- Doing what we say we will do, or updating our Customers if we can't;
- Looking for opportunities to help with a request even if we can't provide everything the Customer wants;
- Being solution focused;
- Using customer focused language and phrases (free of jargon, acronyms and technical terms wherever possible);
- Having draft written correspondence reviewed by another officer where practical prior to sending (poorly written information with spelling, grammatical or typographical errors is not professional).



Many think of Customer Service at the front counter or on the phone. However, being part of a local government, Customer Service is part of every employee's role – we are all involved in delivering services – whether on a construction site or in the office. At the heart of it, local government is about people helping people. Our residents and other Customers build up an impression of our whole organisation by each person they meet and how they were treated – even if they only interact with us once a year, or they simply travel past one of our many worksites.

Our Goal: To leave a positive impression of our Council teams



...Through friendly, helpful, professional, timely and effective communication

2. Communication

Welcoming and interacting with our customers in a friendly, helpful and professional manner, and ensuring there is timely and effective communication with our Customers about the progress of their request from acknowledgement of receipt to finalisation of the response.



2 (b) We aim to provide timely and effective *communication* with our Customers by:

- Aiming to update our Customers by their preferred method, or if they do not have a preference in the same way that they have contacted Council:

Customer	Officer Action
Letter to Council	Letter to Customer
E-mail to Council	E-mail to Customer
Telephone Call to Council	Telephone Call to Customer (Note: If a complex matter, a letter or e-mail may follow the conversation to ensure there is no misunderstanding)
	If telephone calls are made, but the Customer cannot be reached in person (tried 3 times with no success, a letter or e-mail will be sent explaining the outcome and the attempted contact).
Fax to Council	Faxed Letter to Customer
In Person to Council	Preferred contact sourced at the time the Customer Request is entered (Choice of Letter, Email, Telephone, SMS)

- Providing accurate and consistent service information (e.g. development of Frequently Asked Questions linked to customer request categories to enable accurate and complete information to be provided to the Customer);
- Responding to enquiries about Council's services;
- Taking time to understand the real issue, and considering the information that might be needed, not just the question asked;
- Providing acknowledgement of receipt and progress of requests and expected timeframes;
- Welcoming feedback if information we have provided is not easily understood;
- Ensuring Customers are aware of avenues of review if they are not satisfied with a response.

2 (c) We ask that Customers assist us by:

- Using one of the published communication methods when requesting a service or action by Council;
- Providing honest, accurate and complete information about Requests;
- Keeping us informed of any changes to contact details (e.g. address or dog registration details);
- Keeping us up to date if circumstances change and the details of a request need to be amended (this will avoid rework and/or wasted effort trying to solve the wrong issue);
- Working with us to find solutions (knowing the outcome you are seeking enables us to more efficiently investigate the matter);
- Giving us feedback if our communication is unclear.



ISO9001:2015

8.2.1 Customer communication – a) providing information, b) handling enquiries, c) obtaining customer feedback, d) handling customer property including personal information, e) establishing specific requirements for contingency actions when relevant.



3. Consistency

Making consistency one of the keys to our success - consistency in our processes for each type of request and in our words and actions.



It is often said that consistency is the key to success.

Consistency in our processes, and in our words and actions, builds trust in our administration.

It also steadily erodes the perception that the level of service is based on 'who you know' – we don't want that to be the case.

Consistency creates integrity which in turn builds trust – Consistency makes success a habit!

Our Goal: To be consistent

... In our processes for each type of request and in our words and actions

3 (a) We aim to ensure *consistency* in our processes for each type of request by:

- Implementing initiatives to raise awareness of how to request a service or action by Council;
- Providing Customers with the same opportunities for service delivery for each request type, whichever approved contact method is used;
- Implementing and maintaining customer request software that incorporates:
 - **Role based task allocation** – Responsibility for a task always remains up to date, based on who currently fills the nominated role (i.e. it is not dependent on a Customer Service Officer knowing if an individual is away from the office / on leave). It also ensures that multiple officers can see when a request has come in, rather than it being only viewable by an individual.
 - **Automated workflows** – Once set up these ensure that the required steps are undertaken in the right sequence, which is particularly important where multiple roles and / or departments need to action parts of a request (this minimises the chances of human error);
 - **Checklists** – These detail the information needed by the team members in the field to be able to start working on the request. (Also helps get the right information to the right area);
 - **Stop the Press** functionality – Enabling consistent and efficient handling of multiple requests for the same issue.
- Progressively developing 'Frequently Asked Questions' documents for each of Council's services so that accurate and complete information is consistently provided to Customers;
- Providing induction and refresher training for our **all employees** including Customer Service team members.

3 (b) We aim to be consistent in our *words and actions* by:

- Monitoring the timing of programmed works (where a Customer's Request was scheduled to be incorporated in those works), and keep the Customer up to date if there are any circumstances that may impact the planned timing (i.e do what we say we will do - if we can't, **we will advise why**).
- Accurately recording the status of Customer Requests:
 - Work 100% completed (Customer's requested works have been actioned)
Notify Customer & Close
 - Request can be incorporated into upcoming programmed maintenance works
Leave Open – Notify Customer of estimated month for works
Task to Local Customer Service Officer to monitor through to completion (and update the Customer if timing changes) – Resubmit date added.
 - Short-term action undertaken / Longer Term Referral to Budget Deliberations
Leave Open – Notify Customer and task to Budget Role (Annual and Quarterly Budget Reviews)
 - Short-term action undertaken / Longer Term Referral to Flood Restoration
Leave Open – Notify Customer and task to Natural Disaster Relief and Recovery Arrangements (NDRRA) Role
 - Not able to be actioned.
Leave Open for 3 months (allowing time for internal review if required).

4 (a) We will ensure compliance with *legislation* by:

- Clearly identifying legislative requirements in Frequently Asked Questions developed for the Customer Service team and Customers (being clear on what we must do, versus what Council has discretion over);
- Embedding the listing of legislative requirements in the departmental Operating Manuals for each of Council's services;
- Incorporating management review of the workflows and information included within the Customer Request System, having regard to statutory and regulatory requirements (e.g. Federal and State legislation that applies to local government).

4 (b) We will ensure compliance with the *decisions of the Elected Council* by:

- Reviewing Council meeting minutes from a Customer Service perspective to identify any implications for information embedded in the Customer Request System, with management review of the identified amendments (Note: This will also assist in the provision of accurate and consistent service information under Communication).
- Reviewing Associated Documents for the Customer Request Policy each time the policy is reviewed by Council;
- Incorporating management review of Council meeting resolutions to identify any implications for Council's Operating Manuals and service delivery processes.

In all cases, we will aim to build an understanding through our employee training programs about the 'why' behind legislation and decisions to help in communicating this to our Customers.

ISO9001:2015

1 Scope – to demonstrate Council's ability to meet applicable statutory and regulatory requirements

Note 2 – Statutory and regulatory requirements can be expressed as legal requirements.

5.1.2 Customer focus a) ... applicable statutory and regulatory requirements are determined, understood and consistently met.

Providing great customer service sometimes comes with additional complexities – for example some things are not of an employee's doing or within their control as much as they might personally like to assist.

Each day, all employees must ensure compliance with the law passed to local government by the Federal and State government, and with the decisions of the elected Council.

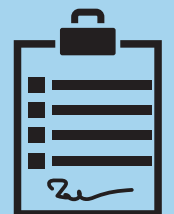
We aim to not hide behind legislation but rather explain what can be done and why certain things are done a particular way.

Our Goal: To comply with legal requirements and explain what *can* be done or 'why' if we can't do exactly what a Customer requests.



4. Compliance with Legal Requirements

Ensuring the management of our Customers' Requests is compliant with Federal or State legislation applicable to local government, and employee actions are not contrary to the decisions made by the elected Council at a Council meeting (including local laws, subordinate local laws, policies or resolutions).





5. Care of our Customers & Council Team Members

Showing mutual respect and empathy in the care of our Customers and our Council Team Members – in particular:

- our Customers who are often facing many issues in their daily lives other than the matter they are raising with Council (e.g. drought);
- our employees who are on the front-line of service delivery and implement Council's decisions on a daily basis; and
- the elected Council who often need to make difficult decisions on behalf of the community for the long term benefit of the region.



5 (a) We will show genuine care for our Customers by:

- Seeking first to understand the customer's point of view, situation or circumstances – i.e. the core of the issue, not just the words used;
- Providing induction and training to our Council Team Members to raise awareness of, and respect for, the Customer's rights including those enshrined in legislation:

Information Privacy Act 2009

Right to Information Act 2009

Ombudsman Act 2001

Anti-Discrimination Act 1991

- Implementing new information security/privacy measures so that only those who need to action or manage a request can access the request records;
- Exploring options for what we can do, if the exact outcome sought by the Customer is not achievable (also linked to 2 (a));
- Providing opportunities for our Customers to be heard – i.e. to speak with the elected Council about their decisions through regular availability of time for delegations and deputations.

5 (b) We will show genuine care for our Council Team members by:

- Having zero tolerance of abusive language, threatening behaviour and personal attacks of individual Council Team Members by Customers;
- Equipping our front-line staff with training on handling difficult situations, empowering them to discontinue the interaction with Customers in the event that a Customer's concerning behaviour continues;
- Sending the message that it is ok to escalate a matter to a supervisor or Manager if a Customer is aggressive.
- Providing clear guidance to our employees on what to do if a Customer Request cannot be accommodated within the policy and budget approved by Council;
- Providing structured opportunities for employees to raise feedback on the practical implementation of Council's decisions.

"People will forget what you said, people will forget what you did, but people will never forget how you made them feel"

Maya Angelou

Local governments are very different to private sector organisations in that we don't exist for profit – rather to make our community a better place, not just for our current residents, but for future generations.

The staff who are attracted to the local government industry are from many varied professions and backgrounds and have had diverse experiences, but all take particular pride in seeing the results of their daily work in the infrastructure and services that are part of everyday life in our region.

Many quietly go 'above and beyond the call of duty', and our Customers frequently take the time to recognise those special efforts. We are very appreciative of that – each kind word is shared and brightens everyone's day!

However, there are also times when an employee has been reduced to tears or felt shaken or distressed due to the actions and behaviours of some Customers. This is particularly sad when the organisation we are part of is actually part of the same community – our employees are often the daughter, son, mother or father of someone our Customers know.

Our team members will always strive to treat our Customers as they would like to be treated.

Help us to help you, by treating our team members in the same way you would like someone to treat your son or daughter, mum or dad.

Our Goal: To show mutual respect and empathy

... In the care of our Customers and our Council Team members

6. Council Service Level Targets

Setting response times based on the complexity of the request type, communicating these to our Customers so that expectations are clear upfront, measuring and regularly reporting on whether those targets have been met and recognising exceptional customer service by our employees.



6 (a) We will set response times by:

- Recognising that one size doesn't fit all given the number and diversity of services delivered by local governments – instead aligning timeframes as follows:

Level 1 - Emergencies (Timeframes within hours rather than days)

- water, sewerage or gas emergencies
- stock on road emergencies
- roads emergencies
- animal control emergencies (e.g. animal attacks)
- airport, safety and security emergencies
- Council building and facilities emergencies

Level 2 - Single Work Area Involved (Completion within 7 business days)

Acknowledgement to the Customer of receipt and notification of completion. Note: The individual request may be a simple one but the small team may receive a high volume of requests.

We can't manage or measure what we don't know about. Help us to help you by lodging your request through one of the published Customer Request methods.

Our Goal: To set, communicate, report and recognise target response times

... With timeframes based on the request type.



Level 3 - Inspection or Investigation Required (Reply within 15 business days)

Inspection or investigation required prior to a decision or action with separate acknowledgement and notification of decision or action.

Level 4 - Complex Requests (Minimum monthly updates to Customer)

Multiple departments and/or technical disciplines required to provide input into the request, Council meeting consideration and/or external advice needed.

6 (b) We will communicate response times by:

- Publishing the Customer Request Policy on Council's website;
- Developing a general 'quick guide' / brochure for residents about our Customer Service Charter;
- Developing a specific 'quick guide' / brochure for high volume Customer Request types;
- Designing a business card for Councillors and officers in the field on how to request a service or action by Council;
- Incorporating a module on Customer Requests in the induction and training of Council employees;
- Including anticipated response times in Customer Request acknowledgements so Customers know what to expect.

6 (c) We will report response times by:

- Following the implementation of new software and report development, preparing monthly and quarterly updates of our performance against targets including instances where targets have not been able to be achieved and the reasons why.

6 (d) We will recognise response times by:

- Formally sharing written letters/e-mails of appreciation;
- Recognising the special efforts of our employees where they:
 - Go 'above and beyond the call of duty'
 - Provide outstanding Customer Service (internal or external).

7 (a) We will aim to implement *Customer Safety Nets* by:

- Progressively reshaping local Customer Service Officers positions (Injune, Surat, Mitchell, Yuleba) to have a key role in communication / updates in relation to requests, and to follow the requests applicable to their areas from receipt through to finalisation;
- Progressively reshaping regional departmental support officers to case manage Roma requests and to provide back-up for departmental requests during absences of local Customer Service Officers;
- Providing monthly reports to Council through the Regional Customer Service Officer / Team Coordinator – number and status of requests / coordinating reporting by exception where requests are outside the target timeframes;
- Once developed, providing mid monthly reports to the Local Area Manager for review and follow up of any requests outside the target timeframes with the management team – raising awareness of any cross-departmental issues;
- Automatically escalating requests via the Organisational Structure if outside the target timeframes;
- Providing a structured approach to Internal Review of Customer Requests where an individual is not satisfied with the outcome or decision:
 - Single Directorate – Director
 - Multiple Directorates – Chief Executive Officer

If the matter cannot be resolved, it can be reported to a Council meeting for decision in line with Council policies.

Our Goal: To implement Customer Safety Nets

... With checks to ensure no request is missed from receiving attention



7. Customer Safety Nets

Implementing a range of checks to ensure that no request is missed from receiving attention.



8. Continuous Improvement (Learning & Improving)



Always being on the lookout for ways we can improve our Customer Service (including Customer Request processing, service delivery and Customer satisfaction with the types of services we provide).



Our Goal: To keep learning and improving

... Being on the lookout for ways to improve our Customer Service

8 (a) We will aim for continuous improvement of our *Customer Request processing* by:

- Building an integrated management system that values quality in our planning, processes and delivery of our services and pursuing the goal of third party certification;
- Annually reviewing Council's customer related policies;
- Reviewing instances where target timeframes have not been met and identifying and resolving the root cause;
- Reviewing a sample of other local governments' approaches to Customer Service management as part of the development and annual review of Council's policies.

8 (b) We will aim for continuous improvement of our *service delivery* by:

- Reviewing positive and constructive feedback received from our Customers and interested parties through a variety of forums (e.g. online 'Share-a-Thanks', audit reports, correspondence);
- Actively sampling Customers post service delivery seeking input for future improvements;
- Notifying Customers when a request is being closed, with the opportunity to contact Council with feedback on their experience, or if they don't believe that the matter is finalised;
- Investigating formal complaints to identify if there are opportunities to improve our service delivery.

8 (c) We will aim for continuous improvement of our *Customers' satisfaction with the types of services we provide* by:

- Conducting independent market research every two years for a cross-section of our community, to identify any changes in the services that are important to our community, what Council is doing well, and any areas of improvement;
- Reviewing requests for changes in services or service levels as part of Council's annual Operational Plan & Budget process.

ISO9001:2015

8.5.5 post delivery activities to include d) customer requirements, e) customer feedback

9.1.2 monitoring customers' perceptions of the degree to which their needs and expectations have been fulfilled

9.3.2 (c) (1) customer satisfaction and feedback from relevant interested parties,

10 opportunities for improvement and implementation of any necessary actions to meet customer requirements and enhance customer satisfaction.



9. Community Focus

Ensuring our decisions (about the type and level of services) and our service delivery are consistent with the broader public interest (the community as a whole), being mindful of any impacts an individual's request has on others.



9 (a) We will ensure our *decisions* about the type and level of services are consistent with the broader public interest by:

- Progressively and collectively considering (quarterly and annually) the longer term expectations and impacts of individuals' requests where they are outside Council's adopted Asset Management Plans for infrastructure assets:
 - If the service is continued into the future, is it affordable in the longer term?
 - How many Customers are in the same circumstances?
 - What is the annual cost of providing the same level of service to all Customers?
 - Is it an appropriate use of public funds – what is the public benefit?
 - What is the cumulative cost and equivalent increase in rates and charges to accommodate the request/s now or in the future?
 - Given Council's limited funding, how does the request compare with other priorities before Council?
- Developing a business case prior to considering the introduction of any new or expanded services, including identifying any impacts on Council's annual budget and long term financial forecasts.

9 (b) We will ensure our *service delivery* is consistent with the broader public interest by:

- Ensuring public funds, irrespective of the request received, are always spent on approved community (public) works and services rather than on works to benefit a private individual or business.
- Implementing initiatives to manage unreasonable demands on Council/community resources.

Our Goal: To retain a focus on the community as a whole

... being mindful of any impacts an individual's request has on others



Special Provisions

Requests made by a Customer to an Individual Councillor or Group of Councillors

Responsibility for the **delivery** of services under section 13 of the *Local Government Act 2009* rests with the Chief Executive Officer and the employees of Council.

Employees deliver the services in accordance with the policies and priorities of the local government (meaning all Councillors when formally meeting as a group).

Individual Councillors cannot make arrangements, on behalf of a Customer, for an employee or employees to undertake a particular action or deliver a particular service request.

170 Giving directions to local government staff

(1) The mayor may give a direction to the chief executive officer or senior executive employees.

(2) No councillor, including the mayor, may give a direction to any other local government employee.

12 (4) The mayor has the following extra responsibilities

(d) directing the chief executive officer and senior executive employees, in accordance with the local government's policies.

Whilst the position of Mayor can direct the Chief Executive Officer or Directors to undertake an action, that direction cannot be contrary to Council's policies or decisions.

It can be a difficult situation therefore for individual Councillors who want to help a Customer without contravening the legislation. To streamline the management of Customer Requests, a number of options have been approved through this policy.

What happens if a request for service is made to an individual elected member (e.g. Mayor or Councillor)?

The Customer communicates the request in a conversation with the Mayor or a Councillor

Ideally all Customers should be encouraged to lodge their request through one of the published Customer Service methods

This will provide for the most efficient handling of the request because the information needed to commence work on the request can be gathered in a single step.

Prior to entry of the request into the Customer Request System, the officer will also check if the request has already been logged through another Councillor or multiple Councillors, or by the Customer through one or more processes (e.g. the Customer may have also mailed a letter and talked to one of the Customer Service Officers). It is not uncommon for the same request to be received through multiple Councillors and other methods. A review of information prior to entry assists in the quality of the customer service data and ensures that multiple officers aren't working on the same issue.

If the Customer is unwilling or unable to take this approach, the elected member (Mayor or Councillor) is to pass on the Customer's name, contact details and the details of the request via e-mail to the Customer Service Team. Please note that the response times / performance measures will not commence until the Customer Service Officer has sufficient information from the Customer to commence actioning the request. This may require follow up contact with the Customer for any missing information.

If the Customer refuses to give any name and contact details the service levels detailed within this Policy/Charter will not apply other than in the case of an emergency. There may also be circumstances where the request cannot be actioned as there is insufficient information.

By E-mail

If the Customer wants to send an e-mail about their request, encourage them to send it to customer.service@maranoa.qld.gov.au (with a copy to the Councillor if that is their preference).

If the Customer has already sent an e-mail to the Councillor, on-forward the e-mail to customer.service@maranoa.qld.gov.au.

The Customer Service Officer will forward an acknowledgement to the Councillor along the lines of:

"Thank-you for your e-mail. I have created the Customer Request for His/her CR number is The Customer has been contacted and provided with the CR number, and provided with an estimate of the time for a response."

If the matter relates to the conduct of an employee, on-forward the e-mail to ceo@maranoa.qld.gov.au.





maranoa
REGIONAL COUNCIL

OFFICE HOURS:
Monday - Friday
8.20am - 5.00pm



Request for Council Service Delivery to Other Entities

Requests for action or service delivery by Council not lodged directly with a Council Team Member by the Customer (e.g. requests lodged via sell swap & buy sites, newspapers, community discussion boards, personal social media sites, other businesses or entities that are not the local government, or individuals who are not employed by Council):

1. Will not be actioned; and
2. Councillors must not encourage or facilitate the making of Council service request via these methods.

Requests for Council Service Delivery to Individuals' E-mail Addresses

Individual/named e-mail addresses of Council officers are predominantly for internal communication purposes and should not be used for Customer Requests. Use of individuals' e-mail addresses creates a number of issues from a customer service perspective:

- They are generally only viewable by one person who may be in the field or regularly away from their computer;
- The progress of the request cannot be monitored as no-one else is aware of the request;
- The number and status of the requests cannot be reported to Council as there is no mechanism to extract and report on Customer Requests from individual e-mail accounts;
- Named e-mail addresses require an employee to manually register the e-mail into Council's document management system – if missed they are not easily searchable by other employees (current or future);
- Given the volume of internal communications, Customer Requests can easily be missed or delays experienced in the request being actioned;
- The e-mail may have been sent to an officer who doesn't provide that service, is now in a different role with Council or has left Council, or who may be away from work / on leave.

Customers may believe that in e-mailing an individual officer it will be 'quicker', however it will actually take longer. For all of these reasons, service levels cannot be guaranteed if e-mails are forwarded to an individual's e-mail address.

If inadvertently received, Council Team Members are required to on-forward it to the Council e-mail address.

Related Policies and Legislation

Local Government Act 2009

Local Government Regulation 2012

Associated Documents (To be progressively developed)

Template Acknowledgement to Customer of Receipt of Customer Request

Template Notification to Customer of Completion of Inspection

Template Notification to Customer of Finalisation of Request

Template Notification of Matters Requiring Consideration by Council

Template Council Meeting Correspondence

Acknowledgements

Cairns Regional Council

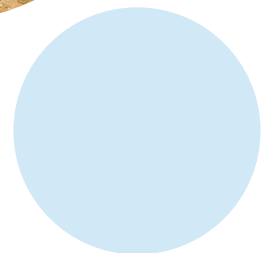
Brisbane City Council

Logan City Council

Toowoomba Regional Council

Isaac Regional Council

Central Highlands Regional Council



DEFINITIONS

TERM	DEFINITION
Customer	<p>An individual (ratepayer, resident, visitor) or business, community group, or government department/ agency who interacts with Council in relation to the provision of a service or requested action within the jurisdiction of Maranoa Regional Council.</p> <p>It also includes a person who is a Councillor, where the person is requesting that Council provide a service or take an action involving their own property or business, or a community group for which they are a member in their private capacity, when the request:</p> <ul style="list-style-type: none"> • is lodged in the same way as other Customers (through the published Customer contact methods); • is made in their personal or business name, or in the name of the community group (rather than as Councillor); • is managed in the same way as all other requests from the public. <p>It does not include a Councillor who passes on details on behalf of another person (the other person is the Customer).</p>
Complaint Management	What happens when a customer is not satisfied with the response provided through the Customer Request process.
Council	Maranoa Regional Council
Council Team Member	An Employee, delegated officer or Councillor of Maranoa Regional Council. The term excludes family members, associates or employees of private businesses.
Councillor	<p>A person who stood for, and was elected by the community, in a Local Government election to form part of Council and who has the responsibilities as detailed in section 12 of the <i>Local Government Act 2009</i>. The term Councillor includes the Mayor.</p> <p>The term excludes a Councillor's family members, associates or employees of their private businesses.</p>
Customer Request (CR) Number	A unique identifier to streamline communications about a particular request.
ISO9001:2015	<p>International Standard for Quality Management Systems</p> <p>"A Quality Management System is what ensures a business' products or services meets a certain level of quality; that is, they are reliable, safe, consistent, meet customer expectations, continuously improve and comply with the law."</p> <p>https://www.saiglobal.com/assurance/quality-business-management/iso9001.htm</p> <p>The scope of the standard confirms that all the requirements of the standard "are intended to be applicable to any organisation, regardless of its type or size, or the products and services it provides". It reflects what comprises 'best practice' whether in the public or private sector.</p>

