

# Customer Service Charter

## TABLE OF CONTENTS

TABLE OF CONTENTS .....	2
1 GENERAL MANAGERS MESSAGE .....	3
2 OUR CUSTOMERS .....	3
3 OUR VALUES .....	3
3.1 GWCC VISION STATEMENT .....	3
3.2 GWCC VALUES .....	4
4 OUR CUSTOMER SERVICE STANDARDS.....	4
4.1 IN GENERAL .....	4
4.2 FACE TO FACE .....	4
4.3 OVER THE TELEPHONE .....	5
4.4 IN WRITING OR EMAIL .....	5
5 MEASURING AND IMPROVING THE QUALITY OF OUR SERVICE .....	5
6 CUSTOMER ASSISTANCE .....	5
7 COMPLAINT RESOLUTION PROCESS .....	6
8 PRIVACY ACT AND CONFIDENTIALITY .....	6
9 CUSTOMER SERVICE FEEDBACK .....	6

## 1 GENERAL MANAGERS MESSAGE

*At Goldenfields Water, we are focused on our customers more than ever before.*

*Over 46,000 farmers, residents, business owners and many others across the South West Slopes and Riverina depend on us for their essential water supply services each day.*

*From delivering quality and reliable drinking water through to providing professional and timely responses to enquiries, this Customer Service Charter sets out what our customers can expect from us.*

*Most importantly, we recognise that listening to the needs, priorities and experiences of our customers is the key to improving our services.*

*On behalf of the Board and staff at Goldenfields Water, we look forward to ensuring our customers receive the level of service they deserve.*

*Aaron Drenovski*  
**General Manager**

## 2 OUR CUSTOMERS

At Goldenfields Water, we recognise and value the importance of all our customers and will endeavour to deliver excellent service to both our external and internal customers. Whether a service is provided externally to a member of the community or internally to a Goldenfields Water team member, business unit, or to Board members, all are subject to the same levels of customer service.

We acknowledge that the same principles of quality customer service apply to both external and internal customers. Every staff member is an internal customer and we have a commitment to monitoring staff internal customer service levels, along with providing ongoing training in customer service.

All Goldenfields Water staff will work in partnership with each other to fulfill customer service obligations to the same service standards, regardless of whether the customer is a colleague (internal customer) or external customer.

## 3 OUR VALUES

### 3.1 GWCC VISION STATEMENT

Goldenfields Water County Council's vision statement is;

*'To be innovative leaders in the supply and distribution of water through regional efficiency technical excellence and customer service.'*

### 3.2 GWCC VALUES

#### **Integrity**

All staff act in the best interest of the communities that we serve, demonstrating and promoting moral and ethical principles in all that we do.

#### **Trust**

Built on from the value of Integrity, mutual trust is established between teams and staff at all levels. Open communication lines and transparency in our operations reflects and further builds on this trust.

#### **Respect**

All staff treat others with courtesy, politeness and kindness. Differences in viewpoints and beliefs are recognised and considered, with all people being treated fairly and equally.

#### **Teamwork**

All staff work together collaboratively and support one another in achieving the operational objectives of GWCC. Our staff understand the importance of working with each other to achieve our objectives.

#### **Continuous Improvement**

Staff feel confident and comfortable to offer ideas and suggestions to ensure that GWCC is continually working to deliver better services to our community and finding more efficient ways of undertaking business.

## 4 OUR CUSTOMER SERVICE STANDARDS

### 4.1 IN GENERAL

- We will respect our customers.
- We will provide prompt, friendly, courteous and efficient customer service whilst remaining professional at all times.
- We will provide you with accurate and consistent information.
- We will protect your personal information and show respect in doing so.
- We will strive to continually provide excellent customer service through customer surveys and identification of new technologies to assist in our customer service.
- 

### 4.2 FACE TO FACE

- We will value you as a customer.
- We will listen to you, identify your needs and discuss your requirements fully.
- We will endeavour to satisfy your request at the time of your visit.
- When enquiries of a technical or specialised nature are made, the appropriate staff member will be contacted to assist if possible, or will contact you within 24 hours.

### 4.3 OVER THE TELEPHONE

- We will endeavour to answer your call promptly.
- If the person you are contacting is unavailable, a clear message will be taken and forwarded to the appropriate staff member.
- Where messages are left on voicemail, they will be returned within one business day.
- If delays are expected, you will be advised and we will offer suitable options, keeping you informed on the progress of the issue.
- We will provide a 24 hour telephone service for urgent after hours calls.
- All calls will be returned as soon as possible.

### 4.4 IN WRITING OR EMAIL

- We will respond to you via a return email within five business days for email.
- We will write to you in clear, concise language that is easily understood.
- We will provide you with a contact name, office phone number or email address.
- We will reply to you with a return letter within ten business days for a letter.
- If your email enquiry requires in-depth research or follow-up that will take longer than five working days, we will acknowledge your correspondence, and where possible, provide an expected completion date and details of staff responsible for the response.

## 5 MEASURING AND IMPROVING THE QUALITY OF OUR SERVICE

We will measure and improve the quality of our service by;

- Conducting 'Customer Satisfaction' surveys.
- Implementing professional development, coaching and mentoring activities for our staff, and
- Provide regular feedback opportunities.

## 6 CUSTOMER ASSISTANCE

You can assist us to meet our commitments to you by;

- Being courteous, polite and respectful of our staff.
- Respecting the rights of, and provide courtesy towards other customers
- Providing us with accurate and complete details when contacting us.
- Informing us when your situation changes for example, your postal address or telephone number.
- Work with us to solve problems, by giving us as much detail as possible.
- Helping us to recognise our staff by telling us when you have received excellent customer service.

## 7 COMPLAINT RESOLUTION PROCESS

Council will endeavour to resolve complaints within ten business days. If we cannot resolve your complaint within ten working days, you will be informed of our progress, and be provided an expected completion date and details of the staff member responsible for the response. If you are making a complaint you will need to inform us directly that a complaint is being made. This will be treated respectfully and politely.

## 8 PRIVACY ACT AND CONFIDENTIALITY

We will respect the confidentiality of information that you provide to us and will comply with the information protection principles set out in the Privacy and Personal Information Protection Act, 1998, as modified by the Privacy Code of Practice for Local Government and Information Privacy Act 2002 (NSW).

## 9 CUSTOMER SERVICE FEEDBACK

As we strive to deliver exceptional customer service, we encourage you to provide feedback, which may be a request for action, a compliment or complaint. Regardless of the nature we would like to hear from you. You can contact us by phone, face-to-face in our office, email or on our website.