

CUSTOMER EXPERIENCE STANDARDS

HOW WILL WE EVALUATE OUR PERFORMANCE?

We will benchmark ourselves against the following standards:

- Answer 80% of calls within 60 seconds at our Customer Experience Centre
- Respond to and/or acknowledge messages by close of business the following working day
- Respond to your correspondence within 10 working days and provide ongoing updates until resolution
- Refer you to another agency if we cannot provide the service you require
- Acknowledge all Customer Service Requests within 3 working days. Notify of completion or provide an update within 14 working days.

IN ADDITION WE WILL:

- Welcome valued feedback
- Conduct regular customer satisfaction surveys
- Support staff not to endure abusive customers
- Use internal systems and reporting to measure our performance, including having key performance indicators in the 2040 Community Strategic Plan
- Recognise our staff for excellence in service delivery
- Implement quality training for our staff.

HELP US TO DELIVER BETTER SERVICE

To assist us in delivery quality Customer Experiences for our community we ask you to:

- Treat staff with respect and behave in a courteous manner
- Provide accurate and complete information and documentation
- Quote reference numbers when contacting us about an existing request or application
- Provide a day time telephone number or e-mail address in your correspondence
- Quote the staff member nominated on any correspondence sent to you and quote any file numbers on the letter
- Respect other customers and community property.

ACCESS AND INCLUSION

Dubbo Regional Council is committed to creating an accessible and inclusive community for all people living with disability and people from culturally and linguistically diverse backgrounds.

Connect with our team to receive a service tailored to your preferences, or use our online accessibility tool, to create a personalised accessibility profile that suits your unique requirements.

OUR VISION

Creating Community for today and tomorrow

OUR PURPOSE

Lead
Connect
Deliver

OUR VALUES

- Progressive
- Sustainable
- One team
- Integrity



For your information

Our Customer Experience Centres are open

Monday – Friday

9:00am – 5:00pm

or scan the QR code to lodge your request online



(02) 6801 4000



• Cnr Church and Darling Streets, Dubbo
• Cnr Nanima Cres and Warne St, Wellington



PO Box 81, Dubbo NSW 2830



council@dubbo.nsw.gov.au



dubbo.nsw.gov.au

CUSTOMER EXPERIENCE CHARTER



Creating Community for today and tomorrow

Dubbo Regional Council is committed to ensuring that our customers and community receive proficient, responsive and friendly service at every opportunity. Our staff are committed to being open, honest, fair and accountable in all our dealings with customers and strive to provide timely, efficient and consistent services.

Our Customer Experience Charter details our commitment to providing quality customer service. It provides clear standards for our staff to strive for service excellence in achieving our vision of Creating Community for today and tomorrow. We believe the customer experience is everyone's responsibility, and we will hold each other accountable in our service commitment.

OUR COMMITMENT TO YOU

We will:

- Act in a way that reflects and upholds our core values – Progressive, Sustainable, One Team and Integrity
- Listen and respect your issues and concerns
- Set clear expectations and deliver on those commitments
- Be professional, considerate and courteous
- Train our staff to deliver information and services
- Provide clear and concise information in a timely manner
- Recognise and respond to the diverse needs of our community and act with proper regard and sensitivity
- Actively measure and monitor our performance against the Customer Experience Standards.

CUSTOMER EXPERIENCE STANDARDS

PRIVACY

The privacy of our customers, business contacts, Councillors, employees, contractors and volunteers is a core commitment. Council complies with the Privacy and Personal Information Protection Act 1998 and the Health Records and Information Privacy Act 2002. We are committed to the privacy principles contained within these Acts and we provide a Privacy Management Plan for staff members containing proper information handling practices. Council's Privacy Management Plan also explains how your personal information will be treated and is available on the A-Z Policies page of our website.

CUSTOMER REQUEST MANAGEMENT

Customer Requests are managed in our Customer Request Management (CRM) system that records, monitors and reports on the requests received. This system enables customers to notify Council of an issue, request an action, report faults, defects or hazards in Council's sphere of operations. If the request falls outside Council's jurisdiction, we will attempt to direct you to the most suitable location to help with your request.

You can lodge a customer request over the phone, by visiting DRC&ME, Council's online customer request portal or in person at one of our Customer Experience Centres.

CUSTOMER EXPERIENCE STANDARDS

FEEDBACK

We use this as an opportunity to learn and improve or customer experience and service delivery. We provide our customers a variety of ways to give us feedback including text messages following your phone call, e-mail links, in person at our Customer Experience Centres or by telephone.

Please tell us when we have done things well. It confirms that the service we are providing is a service that you value and helps us to recognise the efforts of our people.

COMPLAINTS

Members of the community and staff can raise a concern on a serious issue, for example, corruption, misconduct or other unlawful or unethical behaviour involving Council. If you choose to make a complaint through the Complaints Officer, they will act impartially to investigate the matter, review relevant processes and policies, and, if necessary, refer the issue to an external panel before making recommendations. We encourage you to visit our website to gain an understanding of the Complaints Officer's role and review the Complaints Management Policy, which outlines how complaints are assessed before making the decision to formally lodge a complaint.



If you call us, we will:

- Aim to answer your enquiry the first time to minimise transferred calls

If we are unable to resolve your enquiry at the first point of contact, we will either.

- Transfer your enquiry to the appropriate staff member. If they are unavailable, we will leave a message with them to return your call, or.
- Lodge a customer request through our system to the appropriate team for action and advise a reference number and the expected time frame for the request to be investigated / resolved.

Dubbo Regional Council can be contacted by phone between 9am – 5pm Monday to Friday excluding public holidays. A phone service for emergency after-hours calls is provided.



If you visit us in person, we will:

- Greet you with respect, courtesy, dignity and with a smile
- Identify ourselves so that you know who you are interacting with
- Aim to answer your enquiry at the first point of contact.

If we are unable to resolve your enquiry at the first point of contact, we will either.

- Send a message to the appropriate staff member who will contact you with a response no later than the close of business the next working day, or.
- Lodge a customer request through our system to the appropriate team for action and advise a reference number and the expected time frame for the request to be investigated/resolved.



If you E-mail us, we will:

- Acknowledge receipt of your e-mail with an automated response
- Provide an initial response within 10 working days in language that is clear, concise and easily understood
- Provide you with links and resources to assist you with your enquiry
- Ensure that accurate records are maintained.



If you write to us, we will:

- Communicate with you by the telephone number or e-mail address you have provided in your letter
- Attach your letter to any relevant customer requests
- Ensure that accurate records are maintained.



If you see us in the field:

Such as parks, playgrounds and attending to road maintenance, we will:

- Put your safety and that of our staff at the forefront of our interactions
- Endeavour to provide you with helpful information
- Guide you on how to formally submit your enquiry or request to Council.



Website:

Our website, dubbo.nsw.gov.au allows Council to be accessible to community 24 hours a day. The website enables community to live stream Council meetings, connect through Webchat, find any Council related forms, subscribe to newsletters, pay your rates and debtor accounts, lodge customer requests and report issues, track development and planning applications, view all available work open for tenders and quotes as well as have YourSay on consultation activities and so much more. We endeavour to update the website frequently so that all information is current, and our content is user friendly and easy to navigate.



Lodge a formal complaint:

Visit **DRC&ME**, then select Contact Council's Complaints Officer. Please note that you will need to create an account if you do not already have one. Existing users can simply log in.

Phone (02) 6801 4000, 9:00am – 5:00pm, Monday to Friday.

If a complaint is made by telephone, the Complaints Officer may ask for formal submission via DRC&ME.

If your complaint is deemed to be a service request, it may be treated as a Customer Request and lodged in our CRM system.



Social Media:

These networks allow us to share accurate and timely information directly with our community. Council does not guarantee a response to all posts or comments made on its social media pages and therefore will post a response when considered necessary or appropriate.

More information is available in Council's Social Media Policy, which is available on the A-Z policies page of our website, dubbo.nsw.gov.au.

Our purpose is inspired by, the voice of our customer, putting you first.