



CUSTOMER SERVICE POLICY

DOCUMENT NO: A3750195

1.1 Objectives:

Ipswich City Council is committed to ensuring that its customers receive consistent and responsive services. This will be achieved by:

- Treating all individuals (both internal and external to the organisation) professionally and with consideration and courtesy.
- Being accessible and providing quality services.
- Providing accurate and clear information.
- Responding promptly within recommended adopted performance standards.
- Responding to feedback and communicating with customers.

To support and achieve these commitments, the Council is committed to the development of customer service standards to apply across the organisation so that services are delivered in a seamless and consistent manner.

1.2 Policy Statement: The Ipswich City Council is committed to providing all of its customers, both internal and external, with a professional, friendly and high quality service. This commitment will become integral to the planning and delivery of all of its activities to ensure that the community, customers and visitors are left with a positive impression of Council's services.

The Council recognises that:

- customers want to receive consistent information regardless of how they contact Council and they want services delivered in a seamless manner; and,
- the knowledge, competence and friendliness of staff are vital to achieving this service excellence.

The Council is committed to providing staff with opportunities to continuously enhance their skills to respond to residents and other persons who have contact with Council in order to achieve consistently high standards of customer service.

1.3 Scope: This policy is applicable to every employee of Council.

1.4 Policy Author: Strategic Client Branch Manager.

Date of Review: 19 February 2018

Amended Policy Adopted: 26 May 2015

Date of Council Resolution: 26 May 2015

Committee Reference and Date: Policy and Administration Board No. 2015(04) of 12 May 2015 – City Management and Finance Committee No. 2015(05) of 19 May 2015

No. of Resolution: 6

Date of Review: 19 February 2020

Date of review: 30 October 2012

Date of Council resolution: 15 September 2004

Committee Reference and date: Customer Relations Committee No. 2004(07) of 7
September 2004

No of resolution: 43.01

Date to be reviewed: 30 October 2014