


SERVICE POLICIES  CITY OF MARION Customer Service	Policy Number:	SP-3
	Version Number:	2

POLICY STATEMENT:

The City of Marion is committed to providing its Customers with a consistently professional, friendly and high-quality service. Our aim is to anticipate and, where possible, exceed our Customers' needs and expectations.

The Council will, at all times:

- Treat Customers with consideration and courtesy;
- Ensure easy access to Council for all enquiries, requests and information needs;
- Provide assistance by staff who are willing and able to help;
- Ensure enquiries and requests for service are responded to promptly and within service standards;
- Keep Customers informed on the progress of their requests;
- Ensure Customers' requests or issues are adequately answered or resolved as promised and;
- Encourage and value Customer feedback.

Customers' requests and questions will be answered promptly and within service standards, and the Council will exercise integrity at all times.

DEFINITIONS:

City of Marion For the purposes of this policy the term City of Marion refers to the administrative and operational functions of Marion Council

Customer A Customer is an Individual (External or Internal) or Organisation who requires or needs a product or service from the City of Marion and can include those with voluntary and obligatory relationships with the City of Marion.

REFERENCES:

Corporate Plan:

KRA6 - Customer Service

Procedure References :

Customer Request System Procedures - CPR-13 (Draft)

Bulletin Board Procedures - CPR-15

Telephone Handling Procedures - CPR-11(Draft)

Customer Complaint Handling Procedure - to be developed

Customer Correspondence Handling Procedure - to be developed

Other Related References :

Service Charters - to be developed

Previous Versions:

Nil