



Guarantee of Service

General Manager's Foreword

Mosman Council is committed to provide the highest level of service to its customers. This commitment to customer service is reflected in our Management Plan, MOSPLAN....."Our commitment...quality and friendliness in the provision of service."

Our service goes beyond face to face contact with the public and is inherent in Council's internal procedures and practices that provide efficient service.

The provision of excellent customer service is our key role and it is monitored, assessed and reviewed. I encourage you to make us aware of your experiences in dealing with Council.....the good and the bad, so that we can improve.

Veronica Lee
General Manager

1.0 Who does the Guarantee of Service apply to?

- 1.1 Customers include all internal and external customers, including both residents and non-residents of Mosman.
- 1.2 The Guarantee applies to all permanent, temporary and casual staff and nominated contractors of Mosman Council.

2.0 Principles

- 2.1 Council staff will at all times act:-
 - Professionally regardless of the situations that may confront them.
 - Courteously in their spoken or written word and demeanour.
 - Accurately and will ensure information is checked if there is any doubt as to accuracy.
 - To be accountable for the quality of service they provide. Staff will review their delivery of service and amend practices, procedures and documents in consultation with management to overcome any identified shortcomings in excellent customer service.
 - With integrity in all dealings and comply with the Code of Conduct.
 - With empathy and respond to the needs of the customer within the constraints of Council's policies and practices.
 - Promptly in all matters within the constraints of resources available and competing priorities.
- 2.2 Management will monitor the level of service provided by staff and nominated contractors and assess staff on the delivery of excellent customer service as part of Personal Development Reviews conducted for staff, arranging appropriate mentoring or training as required.

3.0 Standards of Services

- 3.1 Staff will endeavour to provide advice and service in accordance with the principles stated in this guarantee.
- 3.2 Correspondence means communications written, faxed or emailed, noting that emailing of correspondence does not give priority to its investigation and response
- 3.3 Staff shall respond to correspondence received from customers within fourteen (14) days with the following three (3) exceptions:-

3.3.1 Where the correspondence is a submission or a response to matters that are on exhibition, including Development Applications, Plans of Management and other applications which are subject to notification.

3.3.2 Where the correspondence is of a complex nature and is such that an adequate response requires investigation or research which would take longer than 14 days.

In this case an acknowledgement letter will be sent within 14 days with a detailed answer following as soon as possible.

3.3.3 Where the correspondence is part of ongoing communication with consultants or other Government agencies and these consultants/agencies do not expect item by item acknowledgement.

In this case the relevant officer will decide on an appropriate response and the timing of such a response.

3.4 Where a matter is complex or under investigation and ongoing, staff shall keep customers informed of progress.

3.5 A contact name, position and telephone number will be provided in correspondence forwarded by Council.

3.6 Telephone calls to Council's switchboard shall be answered as quickly and efficiently as possible.

3.7 Telephone calls transferred from one officer to another shall be preceded by an introduction advising the receiving officer the name of the caller and the nature of the enquiry. Telephone calls will not be transferred without announcement.

3.8 Staff shall answer incoming calls by clearly stating their name. Unanswered calls shall divert to another officer or to voice mail.

3.9 Voice mail messages shall be responded to as quickly as possible upon the officer's return.

3.10 Staff making outgoing calls shall identify themselves by name and that they are from Mosman Council and shall clearly outline the purpose of the call.

- 3.11 Staff attending reception areas shall greet customers as quickly as possible and in a professional and helpful manner. If enquiries or requests cannot be answered by reception staff, the appropriate officers will be contacted immediately and requested to attend reception.
- 3.12 Staff requested to attend reception to attend to an enquiry, may be unable to do so due at that time to previous commitments and shall contact the customer as soon as possible to provide assistance or make an appointment.
- 3.13 Staff required to visit a customer external to Council's facilities shall contact the customer in the first instance and make an appointment wherever possible. Staff visiting customers or attending a meeting on-site shall clearly identify themselves and the purpose of the visit.
- 3.14 Personal and telephone access to staff may be restricted during certain hours in some instances to allow attention to other duties. An appointment will be necessary for contact outside these hours.
- 3.15 Residents and other stakeholders will be kept informed of all meetings, events, significant issues and policy changes through direct mail, local press, publications and/or the internet. Council will consult on a range of issues.

4.0 Performance Reporting

- 4.1 Council will include in its Management Plan, MOSPLAN key performance indicators relating to customer service standards:-
- Complaints and accolades received.
 - Solicited comments or ratings obtained through ongoing customer feedback forms available in public areas and on Council's web site.
 - Solicited comments or ratings obtained through infrequent surveys of residents and other stakeholders.

Related Policies of Council

- Code of Conduct
- Complaints Handling Policy
- Customer Response Policy

Further contact

Should you have any questions regarding this guarantee, please make contact with Council's Manager Governance on 9978 4000.