



Council Policy

Customer Service

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1. Objective

To provide excellent customer service to the residents of the City of Albany by supporting our people and engaging our community.

2. Scope

All City of Albany staff, including regular volunteers and contractors

3. Definitions

Customer Service Commitment A document that states the commitment we make to our customers and outlines the City of Albany Service Standards.

Service Standards A set of rules which denote the minimum service requirement in a given sector.

4. Policy Statement

- City of Albany staff and contractors adhere to the Customer Service Commitment and the Service Standards contained therein.
- City of Albany staff are provided with appropriate initial and ongoing Customer Service Training.
- There is a framework for Internal Communication.
- We are continuously engaged in a two way conversation with the residents of Albany to ensure relevance and shared vision.

5. Legislative and Strategic Context

This strategy directly relates to the following elements from the Albany Insight ~ Beyond 2020 Corporate Plan...

Priority Goals and Objectives:

Goal 4: Governance: The City of Albany will be an industry leader in good governance and service delivery.

Objective 4.1: Deliver excellent community services that meet the needs and interests of our diverse communities.

6. Review Position and Date

Manager Customer Service to review on or before 30/06/2012

7. Associated Documents

7.1 Customer Service Strategy

7.2 Customer Service Commitment

CEO Authorisation: _____

Date: 17 / 03 / 2009