

Customer Services Charter

January 2021



Mackenzie
DISTRICT COUNCIL

Customer Services Charter

REVISION HISTORY

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| Status: | Draft |
| Version: | 2021-02-05 |
| Policy Owner: | GM Corporate Services |
| Policy Approver / s: | Chief Executive Officer, Mackenzie District Council |
| Date: | 2021-02-05 |

Customer Services Charter



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| Purpose | The purpose of this Charter is to outline our commitment at Mackenzie District Council to you – our community. |
| Key Points | <p>This is a document that will reflect the service quality that should be expected and will be regularly reviewed so that it changes with the needs of our customers.</p> <p>The Charter sets the minimum standards which are adhered to by all staff to ensure we provide the best possible service to our community.</p> |
| Scope | This policy applies to all Mackenzie District Council employees and elected officials whether they are on a casual, fixed term, permanent or a collective employment agreement. |
| Date of Issue | <i>Date this charter is approved and published</i> |
| File Retention | Mackenzie District Council Laserfiche, Organisational Policies. |
| Review | February 2023 |

Related documents / Websites

Related Council policies and strategies include:

- Code of Conduct
- Conflict of Interest Policy
- Complaints Policy
- Mackenzie District Council website: <http://www.mackenzie.govt.nz/>

Relevant legislation and other resources includes (but is not limited to):

- Local Authorities (Members' Interests) Act 1968
- Local Government Act 2002 (s.100 and 101)

Our Community

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Our community is made up of ratepayers, residents, visitors, tourists, people who work within the Mackenzie District, organisations from the public and private sector, as well as Mackenzie District Council elected members and employees. We have an obligation to provide quality services and to ensure all sectors of our community are informed and consulted on a wide range of issues.

Our Commitment

Mackenzie District Council's Annual and Long Term Plans (available on our website), outline our strategic goals and have a strong focus on quality service provision and meeting community expectations.

Our Vision

Mackenzie District will be a district in which:

- We foster the unique attributes and strong sense of community that makes the Mackenzie District special.
- Our natural environment is protected and enhanced in balance with achieving social and commercial objectives.
- A dynamic economy provides employment and investment opportunities consistent with the quality of life aspirations of existing and future generations.
- Democracy is respected and equal opportunity and the rights of the individual are upheld.
- A variety of sporting, recreational, cultural, spiritual, welfare and educational resources are available to enrich the lives of our people.
- Safe, effective, sustainable water, waste, communication, energy and transport systems are in place.
- People are encouraged to use their skills and talents for the benefit of the community.

Our Mission



“Fostering Our Community”

Leadership

We will be progressive – seeking out opportunities and leading from the front.

Service

We are a service organisation. Providing efficient and cost-effective services is our prime responsibility.

Sustainability

We are committed to the sustainable management of all the resources of the district.

Integrity

We will always act in a caring, honest and fair manner.

Takata Whenua

We recognise the Treaty of Waitangi and respect the values of the Takata Whenua.

Representation

We will speak up on behalf of our community. While many issues of vital concern such as health and education are not within our direct control we will strive to protect the interests of our people.

Team Work

We are determined to work together, Council and staff, as an effective team.

Our Values

Dare to be different

We show courage by taking managed risks. We are willing to try new approaches and to do things differently. We always look outside to see what others do better than we do, and embrace new ideas and change in order to improve what we do, and how we do it. Fear of criticism will not hold us back from doing the right thing.

Do things with respect and trust

Give people fair and realistic timeframes and deliver accordingly. We follow up with people and close the loop. We are honest in our communications and provide consistent messages. Communications are professional – treating people as equals and with impartiality and empathy – we can disagree but still maintain a professional relationship. Members of the community experience positive interactions with us. We choose to build strong relationships on a foundation of mutual trust and respect.

Be fair to everyone

Consistency in decisions, service, advice and information. Everyone has the same opportunity to be heard, and to take advantage of the opportunities available to him or her.

Peace and serenity matters

These are the defining, unique, extremely special characteristics of our district (e.g. tranquil lakes, open spaces and dark skies) – and they need to be protected. Future development and decisions will be sensitive to this value.

Leave things better for the future

We will carefully consider our actions, and do things with best practice in mind, challenging the short-term focus with long-term decisions. We will look ahead to understand the big picture and future needs of our district and future generations.

Our Customer Service Standards

Customer Services is the face of Mackenzie District council. It provides the Ratepayers, Elected members, Children, Businesses, Runanga, contractors and visitors to Mackenzie with front line support and assistance to get answers to their enquiries and requests for service. If the Customer Services Officer does not know the answer to the request, customers are transferred to a technical expert within the Council.

Currently there are a variety of channels available to customers:

- Face to Face (at either Fairlie or Twizel offices)
- Over the phone and also via our after hours 0800 685 8514 service
- Email or via Council website
- Post

Our Mackenzie District Council Customer Service Charter requires all council officers to be competent, approachable and courteous at all times and we will do this by:

- Having an adaptable approach to the needs of our Customers
- Treating all our Customers equally, in a respectful, courteous and professional manner
- Fixing the customer experience when things go wrong and communicate back to our Customers
- Making it easy for our Customers to transact business with us
- Being mindful of the costs of our services to our Ratepayers
- Being encouraged to “go the extra mile” in our interactions with our Customers
- Delivering a seamless experience of the service from our Customer’s viewpoint
- Conducting business in an open and transparent manner
- Having staff that our competent in their roles
- Treating our failures as learning experiences
- Trusting our staff to act appropriately and within delegations
- Providing timely responses in our interactions with our Customers
- Making commitments to our Customers and following through on each commitment
- Conducting Customer surveys measuring success against our goals and objectives

Standard of Service

In person we will:

- Provide clean and professional customer services areas and designated meeting spaces for more complex enquiries.
- Greet you on arrival as quickly as possible.
- Present our dress standards in a professional manner.
- Accept responsibility for the timely processing of your business.

On the telephone we will:

- Clearly and appropriately identify ourselves.
- Answer incoming calls quickly and efficiently.
- Make every attempt to resolve your enquiry through Customer Services at the first point of contact.
- Should your enquiry require specialist advice your call will be transferred to the appropriate Council officer.
- Accurately record the details of your enquiry when taking a message or creating a service request and forward these to the appropriate Council officer to return your call.
- Identify ourselves when making outgoing calls by name and division/branch, as appropriate and clearly outline the purpose of the call.

By written correspondence, including letters, email and website contact we will:

- Acknowledge or Respond within 14 days.
- Use clear, simple and courteous language.
- Send all communications by using official Council letterhead, email addresses (@mackenzie.govt.nz) or other forms as required.
- Register all written correspondence transactions in Council's Records Management System.

Our website will:

- Provide up to date and accurate information.
- Be structured in a user friendly manner with a Customer Service focus to make information easy to find.
- Provide opportunity for feedback.

Feedback and Suggestions

We welcome feedback and suggestions about making improvements to our services. Feedback can be provided in writing via letter, email, over the telephone or by completing a community feedback form in person at the Council offices.

Compliments

If you have been pleased with the level of service you have received please let us know as it gives us the opportunity to recognise the good work our staff perform. Compliments can be made in writing via letter, email, over the telephone or by completing a community feedback form in person at the Council offices. Our contact details are listed below.

What if you don't get the service we are committed to deliver?

Our Customer Services Manager is our designated customer advocate and they will endeavour to achieve a satisfactory solution for you. We have a formal complaints process that ensures that any issues are acknowledged with committed timeframes through to resolution. Please see the Complaints Policy on our website for more information.

Contact Details

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Fairlie

Mackenzie District Council
PO Box 52
Main Street
Fairlie 7949

Twizel

Mackenzie District Council
Service Agency
Market Place
Twizel 7901

Telephone: +64 3 685 9010
Business Hours: Monday to Friday 08:30 – 17:00



Mackenzie

DISTRICT COUNCIL