

# customer service

## Customer Service

Council's new customer centre began operation in December 2008 and replaced numerous customer counters spread throughout the Civic Centre. This change has been driven by the council's desire to provide a more efficient service and improve customer satisfaction. However, good customer service doesn't end with the customer centre, it is an important part of our business that needs to be developed and recognised in all parts of the organisation.

'Service' is included in the Rotorua District Council's vision, mission, values and states:

"Service: We strive for excellence, continuous improvement and value for customers"

Council has also adopted a customer charter, which sets out what customers can expect when they deal with the staff at Council.

### OUR FOCUS IS ON GETTING IT RIGHT FIRST TIME

If your expectations are not met we would like to hear from you.  
Provide your feedback through the complaints process so we can address your expectations: refer [www.rdc.govt.nz](http://www.rdc.govt.nz).

Or request a copy of the complaints process by emailing  
[complaint@rdc.govt.nz](mailto:complaint@rdc.govt.nz) or by phoning  
07 348 4199.

You always have the right to voice your opinion.

## CUSTOMER CHARTER

We will:

- Listen, respond promptly and take responsibility
- Provide an appropriate staff member to assist at first contact
- Identify the staff member assisting you
- Offer information and services - and we will consult you
- Comply with laws, bylaws and regulations - and apply them fairly
- State the service standards you can expect
- Seek positive outcomes for all our customers
- Focus our activities on the needs of our community
- Treat people with honesty, respect, dignity, equality and fairness
- Seek to continually improve services for the benefit of customers
- Ask you how well we are doing and how we could do better
- Do our best to put things right and apologise if we make a mistake

We use a number of performance measures to track our performance and set targets for the future. The following table outlines how we measure our achievements in terms of customer service.

Level of service	Performance measures	Current performance	Performance targets								
			09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18
Customer service	Satisfaction with contacting council offices by phones	72%	80%	85%	90%	>90%					
	Satisfaction when visiting council offices in person	82%	85%	90%	90%	>90%					
	Satisfaction with contacting council offices in writing	64%	70%	75%	77%	>77%					
	Satisfaction with contacting council offices by email	74% - low number in survey	75%	75%	80%	>80%					
	Satisfaction with the overall service received when contacted council offices	82%	85%	87%	90%	>90%					