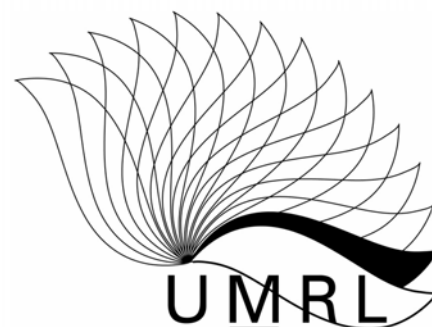


APPENDIX FIFTEEN – CUSTOMER SERVICE POLICY

K n o w l e d g e i s p o w e r



Policy Name:	Customers Service Policy	Version Number:	001
Date of Production:	18 th November 2005	Produced by:	Tahnee Pearse
Approved by:	CEO	Date Approved:	27 th February 2006
Contact:	Tahnee Pearse	Date to be reviewed:	27 th February 2007

UMRL recognises that our library patrons are the reason for the service's existence and makes the following commitments to them:

- We will coordinate the provision of accessible and quality services and constantly strive to increase our productivity and efficiency.
- We will consult with our communities and foster community ownership of local facilities and services.
Our standards of service will be at best practice.

To match these commitments UMRL has adopted Customer Service Standards to apply across the organisation so that residents and other persons needing to contact UMRL libraries are aware of the service that they can expect to receive. These standards are below.

Basic Principles Statement

UMRL is committed to ensuring that you receive efficient and responsive services. We therefore undertake to comply with the following principles of good Customer Service:

Accessibility

Information on services will be prominently displayed and readily available at all libraries.

Information will be provided in plain English and in other community languages as necessary.

We will respond to all written enquiries within 14 days.

Enquiries and Complaints Resolution System

We have established an Enquiries and Complaints Resolution System to ensure the efficient reaction to your enquiries.

We undertake to acknowledge your written inquiry within 48 hours and will further respond within fourteen days of your initial enquiry. If a resolution takes longer, we will provide you with regular updates on progress.

Consultation, Accountability and Audit

We provide opportunities for you to comment and make suggestions about our services and we welcome the feedback

We will conduct customer service surveys and consult appropriately with the community in developing service standards.

Telephone Answering Standards

Callers will wait no more than three rings for their call to be answered.

Calls to UMRL Headquarters and branch libraries will always be answered with the identity of the service and the name of the employee.

All telephone requests will be attended to within 1 working day of receipt. If further information is required, the caller will be advised of this within 1 working day and receive progress reports.

Callers shall not be referred more than once in a day

We will confirm any action to be taken at the close of each call.

VARIATIONS

UMRL Reserves the right to review, vary or revoke this policy.

