

BJL Connecting Communities Customer Service Charter

Our Vision

To be a cohesive yet diversified organisation, which is well managed and forward looking in its desire to attain economic and physical sustainability. Such an outcome is to be based on a thorough appreciation of the quality of life afforded by its unique environment.

Our Mission

BJL will ensure that its resources are protected from further erosion and are utilised effectively to meet community needs while maintaining and improving core services. BJL will assist the community through the provision of information, communication and facilitation of activities.

Our Service Commitment

BJL, through the services and programs we deliver, is committed to providing responsive and consistent services to all members of the community. We have developed this Customer Service Charter to document our commitment and to help us meet the differing needs of our wide range of customers including citizens, business and industry representatives, community groups, parents and families.

Our Service Values

- To treat you with courtesy and respect
- To understand your needs
- To act on commitments as quickly as possible
- To evaluate our service, by asking you, the service user, for feedback
- To value your privacy

Our Service Approach

- Be approachable and professional
- Follow up on service commitments that we make to you
- Be punctual for meetings and appointments
- Respond quickly and efficiently to requests for services
- Try to provide you with an alternative and follow through on possible avenues for helping you if we are unable to comply with a request
- Listen to your opinions and suggestions

Our Service Standards

1. Answering the Telephone

We aim to answer calls promptly and transfer your call to the relevant officer. If that person is unavailable, you will be given the opportunity to leave a message or have that person call you.

All staff answering the main switchboard will state our name and their name. If the service you are seeking is not provided by BJL Connecting Communities, we will endeavor to direct you to the correct service provider.



2. In Person

We will ensure that our reception area is staffed during business hours and, if possible, that staff are available to answer any enquiries. We can ensure staff will be available if you assist us by making an appointment in advance.

3. Written contact with BJL Connecting Communities

All written correspondence to BJL Connecting Communities should be marked to the attention of the General Manager. We will respond to your written correspondence within seven days. If your request is more complex and requires greater attention, we will contact you and explain the reason for any delay and, where possible, tell you when a response will be available. If prolonged investigations are needed, we will keep you informed on the progress. All reply correspondence will have a name and contact phone number for your reference.

Keeping Us Informed

1. Community Feedback

We want to know how you perceive our service. We aim to make it easy to express your comments on how to improve the service we provide, or any concerns you have. When a particular service we provide is working well, and you are satisfied with it, we would like to know so we can share this good practice for the benefit of others.

You can let us have your views in many ways; you can write to us, visit our offices, website, telephone, fax or email us.

2. Complaints Procedure

Our aim is to provide you with the best possible service; however, we recognise that from time to time things do go wrong, either through miscommunications or for some other reason. If any problems do arise, we would like you to bring it to our attention so we can deal with your complaint quickly and courteously.

If you have a complaint you can put it in writing and address your letter to the General Manager. Please ensure that you leave contact details when making a complaint, so BJL can follow up if necessary.

Help us to help you

There are some things you can do that will assist us in better handling your enquiry or request;

- Supply us with complete and relevant information
- Provide information within the agreed timeframes
- Treat our staff courteously and with respect
- Respect the rights of other customers
- Make an appointment to see us so we can arrange the best possible time