

4.9 Customer Care Standard

Gladstone's Library prides itself on exceptional customer service. This charter sets out our standards. It gives guidance on responding to those who contact us by telephone, email, letter and in person; how Gladstone's Library staff are expected to behave; how we receive and deal with complaints and praise.

All Gladstone's Library employees will:

- Be customer-focused, responsive, courteous, well trained and committed in the delivery of quality services;
- Communicate in ways laid out in our Communications Policy (4.8);
- Deal with all enquiries efficiently and promptly;
- Be polite, helpful, open and honest in your dealings with the public;
- Treat everyone fairly and equally, with courtesy and respect.

If you contact us by telephone we will:

- Answer the call within five rings;
- Greet the caller with your 'Good morning/afternoon', 'Gladstone's Library', and the staff member's name;
- Try to deal with the enquiry within one working day.

If you contact us by letter, fax or email, we will:

- Acknowledge emails within three working days ('working days' means three working days of the staff member you have contacted; working days are found in all email signatures);
- Reply to emails, letters and faxes within five working days;
- Use large print and/or rich text format when requested.

If a complaint is received, we will:

- Acknowledge the complaint within two working days;
- Investigate and provide a written response within fourteen working days.

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