

**APPENDIX B****Internal Customer Charter**

The purpose of this Internal Customer Charter is to set out in clear terms how we intend to provide all our colleagues with the best possible level of service.

**Internal Customer Service**

Internal customer service is a two-way process – we are all customers of each other. It is essential to the proper functioning of the Department that staff members provide a quality service to one another. We depend upon the provision of information, technical advice, services, resources and other forms of assistance from our colleagues to achieve our day-to-day business. We in turn are relied upon as individuals to provide such services to our colleagues in a professional manner. Good internal customer service improves relationships, morale, productivity, external customer service and ultimately the work of the Department in supporting the Government.

Good internal customer service shares many of the same qualities of good external customer service including timeliness, helpfulness, courtesy and consultation. The standards of service in relation to service by telephone, email and dealing with correspondence that apply to external customers as set out in the Customer Charter that accompanies this document apply equally to our internal customers.

**Our Commitment to our Internal Customers**

We in the Department are committed to providing a professional, efficient and courteous service to all of our colleagues. The following are our personal commitments to each other:

Culture

- We will treat each other as we would like to be treated ourselves;
- Our interactions with each other will be characterised by courtesy, friendliness, approachability, professionalism, mutual respect and teamwork;
- We will acknowledge the contribution, input and views of people who work with us; and
- Our aim is to promote a workplace culture based on inclusion, openness, dignity, respect and duty of care. It will have regard to the fair application of internal rules and procedures, the requirements of work and the need for an equitable sharing of rights and responsibilities.

Equality and Diversity

- We will each promote a culture of respect for diversity among all of our colleagues; and
- We will ensure that (where relevant) access, support and resources for staff with disabilities and/or with unique needs.

Corporate Services

- We will ensure that the services provided to staff will continue to be well publicised;
- A [Departmental Procedures Database](#) will be maintained on the intranet which will provide useful information for staff;
- We welcome ongoing feedback on the quality of service we provide;
- We will continue to develop strategies to facilitate and support local management in actively dealing with HR issues at a local level insofar as possible as the most effective means of managing people and the Department's human resources;
- We will continue to provide, maintain and update appropriate information communications technologies as required and within budgetary constraints;
- We will continue to provide high quality financial management and support services within a framework of defined financial authority, responsibility and accountability;
- We will promote the development of staff so that they acquire the knowledge, skills and competencies required to support the achievement of the Department's strategic priorities, and their individual career and personal development goals; and
- We will continue to provide a secure, clean, safe and healthy work environment for all our colleagues.

Internal Communications and Consultation

- We recognise the importance of effective internal communications and we will ensure that relevant information is shared more effectively at all levels within the Department;
- Regular emails will be circulated with information on Departmental and HR developments including new staff arrivals and re-assignments;
- We will continue to develop and use the intranet as an information tool; and
- Divisional Business Plans will be posted on the intranet.

**Levels of service to expect as an Internal Customer**

All enquiries (written, telephone, email or in person) will be dealt with efficiently and promptly and we will treat our colleagues with courtesy and respect.

If an enquiry relates to a matter that comes within the remit of another division or public body, we will direct your enquiry to that body and inform you accordingly.

eMail/Written contact

- All emails/correspondence requiring a response will be acknowledged within 1 working day of receipt;
- A full response to all correspondence will issue within 5 working days or, where this is not possible, an interim reply will be given, explaining the reason for the delay and advising when a substantive response will issue;

- Replies will be in clear, simple language, free from jargon and technical terms insofar as is possible;
- An automated email response will issue where staff are out of the office;
- A contact name, telephone number and email address will be included in all email/written correspondence; and
- eMails to Corporate Affairs' units should be directed to helpdesks rather than individuals where such helpdesk facilities exist:
  - Finance Unit Travel Mail
  - IT Helpdesk
  - Library Enquiries Desk
  - MSU Helpdesk
  - Registry Helpdesk.

#### Telephone contact

- Calls will be answered promptly and no call should remain unanswered;
- All callers will be directed to the correct area or individual;
- All staff will identify themselves when answering, giving both their name and section;
- Any callers who must be transferred will be advised of the reason for the transfer and the area or individual they are being transferred to. No caller should be transferred more than once during one phone call; and
- Voicemail messages will be updated regularly and used when unavailable. Staff will respond to voicemail messages within 1 working day of receipt.

#### Helpdesk contact

- All helpdesk enquiries requiring a response will be acknowledged within 1 working day of receipt;
- When a call has been assigned an email will issue to the caller that will give the contact name, telephone number and email address of the officer to whom the helpdesk call has been assigned; and
- Where it is not possible to assign an issue within 2 working days, the staff member who raised the call will be contacted with an update.