



Customer Service

Complimentary Remark Guidelines



The NSW Police Force's commitment to excellence in Customer Service requires commands and business units to:

- be accessible
- be professional and helpful
- take appropriate action
- keep people informed

An important aspect of this commitment is the recording and recognition of Customer Service related complimentary remarks for all employees, sworn and non-sworn.

Why do we want to record Customer Service related complimentary remarks?

- Excellence in Customer Service delivery by NSW Police Force employees should be recognised and rewarded
- Recognition and rewarding of complimentary remarks lead to further improvement in Customer Service delivery
- The NSW Police Force encourages Customer Service related feedback
- Recording Customer Service related complimentary remarks helps identify reporting trends
- All commands and business units should continually measure and improve their Customer Service delivery
- The NSW Police Force Customer Service Charter will be reviewed annually, with results measured through mechanisms including the Career Management System, Command Management Framework, compliments/complaints data and response times.

Title:

Customer Service
Complimentary Remarks Guidelines

Subject:

Complimentary Remarks Guidelines

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Customer Service Program

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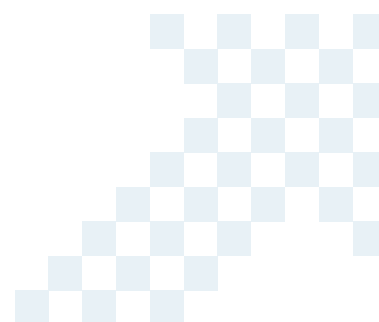
Where should Customer Service related complimentary remarks be recorded?

- Complimentary remarks are recorded centrally on the NSW Police Force SAP system for ease of access and employee mobility
- SAP now has an allocated code (19) for Complimentary Remarks, for ease of reporting
- Original correspondence should be kept centrally with the relevant employee's P-file.

Who assesses what should and should not be recorded as a compliment?

- A Local Area Commander or equivalent will determine the threshold criteria – this assessment will determine whether the service provided by the employee was of a suitable standard for recognition
- This role could be allocated to the Customer Service Portfolio Holder (CSPH)
- An award assessment committee may also be involved in cases where outstanding customer service warrants more formal recognition, such as consideration for the annual Rotary Police Officer of the Year Awards, in the Customer Service category.

“Our customers are victims, witnesses, the community and our internal colleagues”



What should be recorded as a Customer Service related compliment?

- Any interaction which falls under the definition of Customer
- Correspondence received from community members or organisations
- Awards received from community groups or organisations
- Feedback delivered to the NSW Police Force in other forms such as by phone, in person and in the media. Feedback should be referred to a senior officer for documentation, then forwarded to the CSPH for recording, acknowledgement, recognition and-/or referral to the award committee
- Feedback received from a senior officer/manager, to be forwarded via the chain of command, acknowledging an employee's high level of Customer Service delivery.

What should not be recorded as a compliment?

- Normal everyday feedback resulting from duties expected of all NSW Police Force personnel.
- Anonymous compliments or remarks.

Who is responsible for the handling of complimentary remarks?

- The CSPH is responsible for ensuring the NSW Police Force employees -are appropriately recognised, and the relevant Commander or equivalent approves the Customer Service related complimentary remark
- Receipt of complimentary remarks should be brought to the attention of the Commander and-/or the CSPH, via the chain of command
- The Commander and-/or CSPH will assess whether a complimentary remark is of a suitable standard of excellence for recording on the SAP system.

Action Taken/Forms of Recognition:

- A formal acknowledgement should be forwarded to the source of the Customer Service related complimentary remark
- The subject employee should be informed of the complimentary remark and provided with a copy of any relevant correspondence
- Recognition may be in private, in a work-related meeting or parade, or the remarks nominated for a higher level of recognition such as an award ceremony
- The CSPH will be responsible for the monitoring and recording, tracking via SAP, and record in the CSPH monthly report
- It is not possible to back capture past/old complimentary remarks, these are available on SAP and easily accessed.

Need to know more?

For more information about Customer Service, contact #customers

Complimentary Remark Examples

Example 1: What should not be recorded as a compliment

Constable Smith was on station duty at Lismore LAC when he answered a phone call at the main switchboard.

Constable Smith answered the phone with the greeting: "Good afternoon, Constable Smith, Lismore Police Station. Can I help you?"

Upon completion of the enquiry, the caller asked to speak with Constable Smith's supervisor and conveyed appreciation for the professional way in which the phone was answered and the enquiry handled.

This was an example of normal everyday feedback resulting from the performance of duties expected of all NSW Police Force employees. Though the feedback was complimentary, it was not of a nature that would be recorded on the SAP system. However, this is important positive feedback and a supervisor or above should pass it on to Constable Smith.

Example 2: What should be recorded as a Customer Service related compliment

Mary was performing station duty as a GASO when a customer approached the front counter. The elderly customer informed Mary that a report had been made to PAL about her car being stolen and that she had recovered the vehicle in a near-by street.

Mary was able to complete the electronic aspect of the vehicle recovery with the customer present. She then offered to have a police officer examine the vehicle to assess for fingerprints and make sure nothing had been left behind by the offender.

The vehicle was assessed as being suitable for fingerprinting; however, a SOCO was unavailable in the LAC that day. The victim was very keen to help police but was unable to walk the distance home. Mary arranged for a car crew to convey the customer home which was very well received. The customer was informed that the car could be collected at 12pm the next day.

Knowing the victim was dependent on the car for travel, Mary made some enquiries with neighbouring LACs. The car was subsequently fingerprinted that day by a neighbouring SOCO. Mary contacted the victim to establish if she was able to make her way back to the police station. The victim was so delighted at Mary's efforts that she wrote a complimentary letter to the Commander.

This was an example of correspondence being received from a community member which should be recorded as a complimentary remark on SAP. The employee recognised the customer had unique needs and that it would be appropriate and proper for the NSW Police Force to meet those needs by taking a few extra steps.

Example 3: What should be recorded as a Customer Service related compliment

Greg, a Detective Sergeant from State Crime, was assigned as the senior investigator for a homicide investigation. The investigation lasted 18 months, during which Greg maintained regular face to face and telephone contact with the victim's family for investigative purposes and also to keep them apprised as to the investigation's progress.

The investigation resulted in court proceedings which progressed over a further six months. During this time, Greg again maintained regular face to face and telephone contact with the victim's family. At the conclusion of the court proceedings a letter of appreciation was sent to Greg's manager, the investigation's coordinator.

This was an example of correspondence being received from a community member which should be recorded as a complimentary remark on SAP. The sustained efforts of the senior investigator are a strong example of a high level of Customer Service.

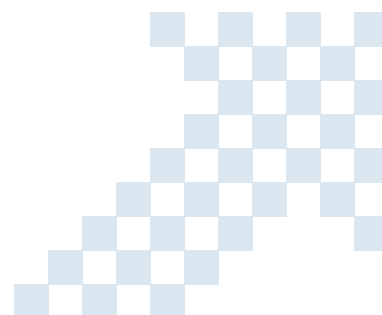
Example 4: What could be assessed for a Customer Service related higher level of recognition

Sam spent three years working very closely with the Glebe community as a general duties constable from Leichhardt LAC. In this time he formulated and implemented several new Customer Service initiatives in consultation with local colleagues and the community. These initiatives were adopted by the LAC and largely driven by Sam. Sam's ideas came from his own local knowledge and in recognition of community's needs.

In total, Sam implemented three Customer Service projects over three years in the LAC, each spanning 12 months. The initiatives resulted in positive community partnerships/relationships and increased customer satisfaction.

Various compliments about Sam and feedback in relation to the success of his initiatives were assessed by the LAC Commander as being appropriate for recording as complimentary remarks on Sam's SAP profile.

The number of complimentary remarks received from community members in relation to Sam's Customer Service initiatives identified his high level of Customer Service delivery. The culmination of this feedback and the implementation of Customer Service initiatives would certainly be worthy of Commander and/or Awards Assessment Committee consideration for higher level recognition.





NSW Police Force

