

Customer Service / Contact Policy



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INTRODUCTION

As an Organisation that has contact on a daily basis with both businesses and members of the public as well as a responsibility for regulating Data protection in the island. The Jersey Office of the Information Commissioner (JOIC) is committed to providing a customer focused approach to its work.

We endeavour to treat all customers with integrity and respect. We should by return expect similar consideration.

An organisational Customer Services/Contact Policy should establish the principles to which the JOIC is committed, together with standards and procedures for staff that outline our demonstration of customer service excellence.

This Policy is therefore created to reflect the JOIC commitment to quality of service and a consistent approach in dealing with our customers



CULTURE

This policy seeks to create a culture that:

- Focuses on customer needs and expectations both in design and delivery, including internal and external contacts.
- Seeks out, listens to and acts upon customer feedback.
- Utilises complaints and opinions from customers as an important tool for measuring standards of service and improving where required, in line with our core values.

Trust. Building relationships based on a principle of trust.

Ethical Approach. Promoting ethical business practice and regulation whilst adopting a strong moral compass.

Accountability. Accountable for all decisions, actions and open to scrutiny.

Fairness. Demonstrating a fair, effective and consistent approach to achieve an outcome-based conclusion.

Engaging. Being an engaging, effective and responsive regulatory authority, with strong customer focus.

The objectives of this policy are to:

- Promote a positive customer service ethos across the organisation
- Ensure that all staff understand the customer service values of the JOIC and demonstrate to them the way they behave and deal with customers across all access channels
- Ensure that the results of engagement with customers is fed back to management to assist in constant review and improvement of the policy



POLICY APPLICATION

Everyone that the JOIC comes into contact with, internally and externally, is a customer and therefore this policy affects staff, visitors, other organisations across the public and private sectors as well as the general public.

The policy and its procedures apply in all circumstances except where:

- Other procedures are prescribed by law
- Legislative or other requirements take precedence.



ROLES AND RESPONSIBILITIES

The Customer Services/Contact Policy aims to acknowledge that excellent customer service depends and relies on a firm commitment from senior management and is seen as the responsibility of all JOIC employees.

- The senior management team will commit to this policy by supporting and promoting customer service values and principles to managers and through them, to the staff, monitoring performance and where necessary recommending change to improve service.
- Team managers will adopt and promote the customer service values and principles, ensure that procedures are applied consistently across their respective areas of responsibility, review standards and performance and based on feedback and experience, recommend developments and improvements to senior management.
- All staff will demonstrate the customer service values and principles through positive behaviour and a professional approach to service delivery.



PROCEDURE AND IMPLEMENTATION

This policy will be subject to a core set of customer service principles.

Customer service principles:

- We will be courteous, helpful and professional at all times.
- We will be open, transparent and proactive in our information provision.
- We will act with fairness, integrity and impartiality at all times.
- We will use a range of contact methods to ensure all our customers have a way to reach us which fits their needs.
- We will ensure high standards across all contact methods and at all stages of the customer contact experience.
- We will undertake regular and effective consultation with customers in order to identify ongoing needs and to continuously improve our services.
- We will aim to be efficient in our level of service, using technology in an appropriate way to enhance the customer contact experience for all our customers.
- We will continue to develop our customer service experience by investing in staff training and engaging with them on customer service issues.
- We will provide and maintain safe and clean facilities for our customers, minimising risk of injury to customers and staff.



COMMUNICATION

Telephone Answering

The telephone is one of the key methods for our customers to contact the JOIC. Therefore it is essential that a high standard of customer service is delivered across the board showing the JOIC as a customer focussed organisation.

- We will aim to answer all calls within 20 seconds.
- All staff will answer the phone to an external caller in a polite and friendly manner and identify the organisation and the time of day (i.e. good morning/afternoon).
- All staff will endeavour to deal with the caller's queries and requests directly and only transfer the call to another member of staff if a specific member of staff is requested or they do not have the relevant information to deal with the request.
- When a caller requests to speak to a member of staff who is unavailable, the staff member taking the call will always offer to help or take a message and arrange a call back.
- If a staff member is on leave, the call should be transferred to another member of staff in the same team to try and deal with the issue.
- If a call cannot be dealt with at the time or passed to the correct member of staff, a message will be taken including the caller's details and sufficient detail about the subject of the call. Staff should avoid indicating that the member of staff is off sick, at lunch on a break or just busy.
- When an enquiry received by telephone cannot be resolved immediately, the relevant member of staff will ensure that a reply is supplied as soon as possible.
- Telephone messages will be communicated to the relevant person in a timely manner.
- The use of speaker phones should be avoided wherever possible, if they are used customers must be advised that they are on speaker and who else is present.
- All JOIC related telephone calls received and made will be logged on to the relevant area of CRM to allow for data capture and provide analytics to allow for resource allocation and future planning regarding resources and workloads.

Written Communication

All letters and email correspondence sent out are accepted as being from the Jersey Office of the Information Commissioner. Therefore great care must be taken to ensure that appropriate content, language, grammar and tone are used.

As well as the standards set out below, written communication (including email) will follow standards across the organisation relating to the use of the JOIC brand, font type and size and the procedure for managing requests for advice and information in other formats including alternative languages.

- All letters drafted and sent by JOIC staff will be produced on the JOIC headed paper.
- Where information is being sent out that does not require an accompanying letter a compliment slip should be included.



- Where formal written communication is required the JOIC will be referred to as The Jersey Office of the Information Commissioner and signed for and on behalf of the Information Commissioner.
- All written communication will include the first name and surname of the person sending as well as contact details such as phone number and email address.
- Standard phrases will be used to close letters as appropriate such as “yours sincerely” and “yours faithfully”. Where appropriate less formal phrases such as “kind regards” or “best wishes” may be used.
- All staff will use the standard email signature template including font and size (Verdana 10).
- Where a member of staff will be away from the office for more than 1 working day the automated out of office email response will be enabled. The message must provide a suitable point of contact during the period of absence as well as the expected date of return.
- All external correspondence received by letter will receive an initial acknowledgement within 3 working days unless a full response is anticipated in the interim. Acknowledgments will where possible be sent by email.
- All external correspondence received by email will receive acknowledgment within 1 working day unless a full response is anticipated in the interim.
- All correspondence will receive a formal response within 15 working days. Where this deadline cannot be met the customer will at least be contacted and advised of the delay and revised target response time.
- Where appropriate, response to written correspondence can be made by telephone, in person or by email, in this case where appropriate a note will be placed on the relevant file to record the contact including the date, time and the outcome.

Standards for Customers

The Jersey Office of the Information Commissioner is committed to providing excellent service that meet customer needs. We expect the same consideration from our customers in return.

- We expect all of our customers to treat our staff members with the same level of respect that they would wish to receive themselves.
- We do not expect nor will we tolerate instances of threats, physical or verbal abuse towards any member of staff.
- If we make a mistake, we will always try to correct that mistake.
- Abuse of staff in such circumstances will not help the situation. If during a telephone call abuse is received that reaches an unacceptable level, staff will politely end the conversation.
- If the situation occurs in person to person contact, staff will remove themselves from the situation and where necessary call for assistance. All incidents of abuse will be logged.
- We expect customers to cooperate with reasonable requests and instructions from staff.



APPENDIX 1

Information Matters

In today's business world, most organisations and Government of Jersey take data protection and freedom of information very seriously, and the majority of issues are resolved without ever needing to raise a concern with us.

However, if you have contacted an organisation about an information matter and in keeping with the guidance provided in our 'Information Rights' section you are unhappy with the outcome, we may be able to help you do something about it.

You can raise the matter formally with us through our online form

If you would just like to talk to us about a data protection or freedom of information concern please use the same form or email or telephone us. Our contact details are here.



Your right to raise a complaint with the Jersey Office of the Information Commissioner

Under article 19 of the Data protection Authority (Jersey) Law 2018, individuals may make a complaint to the Jersey Office of the Information Commissioner.

This applies where the individual believes that a controller or processor has or is likely to use or process your data outside of the Law and the breach affects or is likely to affect any right in respect of personal data relating to an individual.



If you believe an organisation has;



or is likely to use your information outside of the Law



allowed your information to be breached/shared unlawfully



taken actions likely to affect your individual rights



Step 1

Raise your concern
with the organisation



Step 2

Complain to Jersey Office of the Information Commissioner,
using the online pro-forma or in writing to us.



Your right to raise a concern with an organisation

You have the right to be confident that organisations handle your personal information responsibly and in line with good practice.

If you have a concern about the way an organisation is handling your information; if it:

- is not keeping your information secure;
- holds inaccurate information about you;
- has disclosed information about you;
- is keeping information about you for longer than is necessary; or
- has collected information for one reason and is using it for something else,

We believe that the organisation responsible should deal with it. We expect them to take your concern seriously and work with you to try to resolve it.

Our guide gives you additional help.



If you're concerned about the way an organisation is handling your information, because it:



is not keeping your information secure



holds inaccurate information about you



has disclosed information about you



is keeping information about you for longer than is necessary



has collected information for one reason and is using it for something else



Write to them to raise your concerns.



Your right to access information from a public body

The Freedom of Information (Jersey) Law, 2011, provides you with rights to access official information that is held by a scheduled public authority (SPA).

A SPA is a Government of Jersey Department or agency, which is listed in Schedule 1 of the Law.

Under the Law you have a right to: 'Ask for any information' you think a SPA may hold and everyone has equal rights to access this information.

Your information right covers any recorded information that is held by a SPA in Jersey, which includes printed documents, computer files, letters, emails, photographs, and sound or video record.

Our guide gives you additional help.

Under the Freedom of Information (Jersey) Law 2011 you have a right to request any recorded information held by a public authority.

You must make your FOI request in writing & provide:

- ✓ your full name
- ✓ a contact address (such as an email address or a postal address)
- ✓ a clear description of the information you want to receive



But you don't have to say why you want the information.



You can ask for any information you choose, at any time, but you may not always succeed in getting it, because it is:



- already available
- personal information
- not held by the public authority
- unsuitable for the general public to see
- accessible under other legislation





MORE INFORMATION

Letting us know

Data protection is the fair and proper use of information about people. It's part of the fundamental right to privacy – but on a more practical level, it's really about building trust between people and organisations. It's about treating people fairly and openly, recognising their right to have control over their own identity and their interactions with others, and striking a balance with the wider interests of society.

Please do not hesitate to let us know if you feel we could have responded to you in a more effective manner or to pass on any suggestions, compliments or if you wish to complain about us.

If you need any further information about this, or any other aspect of the Data Protection (Jersey) Law or, please contact us or see our website www.jerseyoic.org

Jersey Office of the Information Commissioner

2nd Floor

5 Castle Street

St Helier

Jersey JE2 3BT

Telephone number: +44 (0) 1534 716530

Email: enquiries@jerseyoic.org

If you have a Complaint about us please write to;

Complaints

The Data Protection Authority

2nd Floor

5 Castle Street

St Helier

Jersey JE2 3BT