

CUSTOMER SERVICE CHARTER

SERVING CAMDEN TOGETHER



OUR APPROACH

We are committed to delivering on our values of Leadership, Innovation, Partnership, Commitment, Customer Focus, and Safety through each customer interaction. We aim to work together to deliver programs and services that benefit our community.

EXPERIENCE



Greet our customers with a smile. Ensure a professional service experience with accurate and prompt information.

ACKNOWLEDGE



Acknowledge a customer request within **1 working day** and provide them with a reference number.

UPDATE



Provide an **update** to a customer's initial request within **10 working days**.

CLOSE THE LOOP



Upon action of a customer request, advise the customer of the outcome.

IMPROVE



Continuously review and **improve** the way we do things to ensure best practice.

WHEN DEALING WITH COUNCIL, YOUR COMMITMENT TO US

You will treat our people with respect, provide the correct information at the right time and work collaboratively with us.

Charter Customer Service Number

New York (N.Y.)



Charter Customer Service Number:

Customer Service Management in Africa Robert Hinson, Ogechi Adeola, Terri Lituchy, Abednego Amartey, 2020-05-07
Customer Service Management in Africa A Strategic and Operational Perspective 978 0 367 14337 4 K410515 Customer Service is Changing The message of 34 authors featured in Customer Service Management in Africa A Strategic and Operational Perspective is clear Today s consumers are no longer passive audiences but active players that engage with businesses at each stage of product or service design and delivery systems Consumer demands and expectations are also increasingly being dictated by changing personal preferences enhanced access to information and expanding digital reality The customer service principles strategic and operational advocated by these authors are universal but particularly compelling as they apply to Africa s unique and dynamic operating environment In recognition of the importance of excellent customer service this comprehensive and well timed book provides an essential guide on the increasing role of the customer to business success This book discusses the management and delivery of customer service under seven broad themes Customer Service as Shared Value Customer Service Strategy Customer Service Systems Customer Service Style Customer Service Culture Customer Service Skills and Customer Experience Advancing Customer Service in Africa Central questions posed and addressed include What is the new definition of customer service management How should organisations position themselves to create value for customers and stakeholders How should employees project themselves to align with customer service promises made by their organisations Overall this book provides strategic and operational insights into effective customer service management in Africa The customer service management concepts roles and practices outlined particularly as they apply to the African context make it an important addition to scholars or practitioners reference works *Consumer Affairs and Customer Care* Sri Ram Khanna, Savita Hanspal, 2020-09-21 The subject of this book explains the social framework of consumer rights and legal framework of protecting consumer rights that has evolved in India over the last three decades It also explains the momentous changes in Indian consumer markets over this period as a result of economic liberalisation and provides an understanding of the problems consumers face in markets and the consumer detriment there from It analyses the buying behavior of consumers as well as the phenomena of consumer complaints and the processes and systems to address them The development of the consumer jurisprudence in settling consumer disputes in consumer courts under the Consumers Protection Act of 1986 and 2019 is examined in detail Leading cases are used to explain important concepts It also addresses the role played by quality and standardization in the market place and the roles of different agencies in establishing product and service standards The student should be able to comprehend the business firms interface with consumers and the consumer related regulatory and business environment for major consumer industries of India *SEC Docket* United States. Securities and Exchange Commission, 2004 **CallCenter Management by the Numbers** Jon Anton, Jodie Monger, Debra Sue Perkins, 1997 Annotation With the emergence of the callcenter as a mission

critical part of the corporate customer service strategy management of the callcenter has moved from a reactive fire fighting style to a more proactive tactical style of professional management Measurements drive behavior and you get what you measure and reward The primary purpose of this book is to provide new professional callcenter managers with a methodology for managing their callcenter by the numbers

Global Encyclopedia of Public Administration, Public Policy, and Governance Ali Farazmand, 2023-04-05 This global encyclopedic work serves as a comprehensive collection of global scholarship regarding the vast fields of public administration public policy governance and management Written and edited by leading international scholars and practitioners this exhaustive resource covers all areas of the above fields and their numerous subfields of study In keeping with the multidisciplinary spirit of these fields and subfields the entries make use of various theoretical empirical analytical practical and methodological bases of knowledge Expanded and updated the second edition includes over a thousand of new entries representing the most current research in public administration public policy governance nonprofit and nongovernmental organizations and management covering such important sub areas as 1 organization theory behavior change and development 2 administrative theory and practice 3 Bureaucracy 4 public budgeting and financial management 5 public economy and public management 6 public personnel administration and labor management relations 7 crisis and emergency management 8 institutional theory and public administration 9 law and regulations 10 ethics and accountability 11 public governance and private governance 12 Nonprofit management and nongovernmental organizations 13 Social health and environmental policy areas 14 pandemic and crisis management 15 administrative and governance reforms 16 comparative public administration and governance 17 globalization and international issues 18 performance management 19 geographical areas of the world with country focused entries like Japan China Latin America Europe Asia Africa the Middle East Russia and Eastern Europe North America and 20 a lot more Relevant to professionals experts scholars general readers researchers policy makers and manger and students worldwide this work will serve as the most viable global reference source for those looking for an introduction and advance knowledge to the field

Kaizen Strategies for Customer Care Patricia Wellington, 1995 At last a book to show you in very practical terms what real changes you have to make to become truly customer focused Cannon Ltd A proven framework to implement a customer focused strategy using the nine basic principles of Kaizen

BTEC National Sport Ray Barker, 2003 This student text provides coverage of all the underpinning knowledge for the compulsory units It includes lots of activities for reinforcing students learning as well as for building their portfolio and integrates key skills learning as well as identifying opportunities to bring in citizenship

FCC Record United States. Federal Communications Commission, 2010

Global Issues in Contemporary Policing John Eterno, Arvind Verma, Aideo Mintie Das, Dilip K. Das, 2017-03-03 This book addresses six areas of policing performance management professional and academic partnerships preventing and fighting crime and terrorism immigrant and multicultural populations policing the police and cyber security The book contains the most current and

ground breaking research across the world of policing with contributors from over 20 countries It is also a suitable reference or textbook in a special topics course It consists of edited versions of the best papers presented at the IPES annual meeting in Budapest Telephony ,1928 Annual Report of the Director General of Water Services Great Britain. Office of Water Services,2000 Ann Arbor Telephone Directories ,2005 *Annual Report of the United States Civil Service Commission* United States Civil Service Commission,1911 The Cattleman ,1954 *System* ,1920 **The City Record** New York (N.Y.),1914 **Laws of the State of New York** New York (State),1917 **The American Tyler-keystone** ,1924 The Mayor's Message with Accompanying Documents ... Saint Louis (Mo.),1910 Includes reports of the heads of the various municipal departments Electrical World ,1914

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