



# Westland District Library

## Customer Service Policy

Westland District Library is a Council facility provided for all residents and visitors to use and enjoy.

We aim to provide the highest level of service possible to our customers

### **What can you expect from us?**

- We will listen
- You will receive accurate explanations and responses to enquiries in a timely manner, to the best of our ability
- Professionalism, courtesy and total integrity from staff at all times
- Personal information will be handled in line with the Privacy Act 1993.
- An apology if we make a mistake

### **Our commitment to you**

- We will provide the highest level of service possible
- We will treat customers consistently and with sensitivity
- Interpretation and application of our policies will be firm but fair
- We aim to achieve high standards of professionalism

### **Customer feedback**

We love customer feedback, whether it is positive or negative. If you have any comments, questions, concerns or issues please let us know:

- Talk with library staff

If you want to discuss the matter further please contact the District Librarian