

GEORGIA DEPARTMENT OF JUVENILE JUSTICE	Transmittal #18-1	Policy # 3.4
Applicability: <input checked="" type="checkbox"/> All DJJ Staff <input type="checkbox"/> Administration <input type="checkbox"/> Community Services <input type="checkbox"/> Secure Facilities	Related Standards & References: DJJ 5.1, 6.5 ACA Standards: 3-JDF-1F-07, 4-JCF-6F-07	
Chapter 3: Personnel	Effective Date: 1/25/18 Scheduled Review Date: 1/25/19	
Subject: CUSTOMER SERVICE	Replaces: 10/5/15 Department of Human Resources	
Attachments: A – Customer Service Communications Guide B – Customer Service Brochure	APPROVED:  <hr/> Avery D. Niles, Commissioner	

I. POLICY:

The Department of Juvenile Justice shall deliver quality customer service in a courteous, timely, and effective manner. The Department of Juvenile Justice’s collaboration with other juvenile justice and service delivery agencies shall include information gathering, exchange, and standardization.

II. DEFINITIONS:

Customer Service: Providing helpful, courteous, accessible, responsive, and knowledgeable service and/or information to constituents, youth, parents/guardians, and employees.

III. PROCEDURES:

A. All DJJ employees will review and adhere to the guidelines set forth in the Customer Service Communications Guide (Attachment A).

Each facility/program/office must have an adequate number of customer service brochures available at all times (Attachment B). The facility/program/office Director will ensure that the customer service brochure (Attachment B) is kept current by contacting the Office of Communication when there are any necessary changes.

B. Each facility/program/office Director will develop local procedures that include, at a minimum:

1. A primary point of contact for customers;
2. A current “Who to Call” list;
3. Completion of customer service training by all new employees during the on-the-job training program; and

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4. Participation in the DJJ Customer Service Recognition Program.
- C. The Office of Training will provide customer service training during Pre-Service, In-Service, and Management Development Programs.
- D. Written Correspondence:
1. Each facility/office/program will have written procedures for the pick-up, delivery, and handling of mail, including the staff responsible for these activities.
 2. Written correspondence will be handled as outlined in the Customer Service Communications Guide.
 3. The official DJJ letterhead will not be used for personal business.
 4. E-mail will be handled in accordance with DJJ 6.5, Email.
 5. Records will be maintained, retained, disclosed, and destroyed in accordance with established records policies. (See DJJ 5.1, Records Management.)
- E. Telephone Communications:
1. Every customer who contacts the Department via telephone will be greeted in a courteous and prompt manner. The customer's needs will be met at the point of entry whenever possible or by efficient routing to the correct DJJ employee who can provide the needed service or information.
 2. Each secure facility will designate a staff member to serve as a point of entry for incoming phone calls. During normal business hours, facility phones will be routed to assigned staff in an office area (not a control center, living unit, etc.) that affords a reasonably quiet environment where trained administrative or support staff will answer the phone.
 3. DJJ offices and programs that are not 24-hour operations will designate a point of entry for incoming calls for the office or unit where trained administrative or support staff will answer the phone.
 4. Phone calls will be handled as outlined in the Customer Service Communications Guide.
- F. Each facility/program/office Director will develop local procedures for handling customer service feedback. The procedures must provide for:
1. A customer service brochure (Attachment B) that is readily accessible for all customers with an opportunity to provide feedback; and

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2. A review of all feedback by the facility/program/office Director with recommendations for any required resolution within 10 days of receipt.
- G. The Office of Communications in conjunction with the Office of Human Resources will develop and coordinate an annual agency Customer Service Recognition Program.
 - H. The Department will assess its customer service annually, using customer service surveys, operational audits, etc., to determine the level of satisfaction and to measure the results against established customer service standards. Results of the annual evaluation will be communicated to DJJ customers.

IV. LOCAL OPERATING PROCEDURES REQUIRED: YES

- Include the point of contact designation, “who to call” list, and customer service training;
- Procedures for handling mail; and
- Procedure for handling customer service feedback.