

The Customer Service Charter sets out what each customer can expect when they contact us...

Our customer focus

You, our residents, are our number one priority. We will always:

- Treat you in a friendly, courteous, respectful and professional way.
- Listen to you carefully.
- Make sure that we understand you.
- Deal with your enquiry promptly, efficiently and appropriately.
- Answer your enquiry as fully and as soon as we can.
- Check with you to make sure that we have answered your enquiry.
- Speak and write in Plain English, avoiding use of jargon and 'government-speak'.
- If asked, provide you with a Council contact name and contact details.
- Should an interpreter be required, we will provide you with a staff member who speaks your language, or arrange for an interpreter through the Telephone Interpreter Service (TIS).
- Tell you promptly if Council is not the appropriate authority for your enquiry and if so refer you to the appropriate authority.

What you should expect when you contact us

If you call us on the telephone, we will aim to...

- Answer your call within 60 seconds when you ring our Customer Service staff.
- Answer your call within seven rings when calling an officer direct.
- Do our best to answer as many of your questions as we can the first time you call.
- Call you back on the same day or the next morning when you leave a voicemail message.
- Avoid transferring your call unless absolutely necessary.
- Follow up your enquiry until it has been resolved.

When you come in to speak with us in person, we will aim to...

- Provide a pleasant environment for you.
- Do our best to minimise your wait.
- Assist all customers in turn.
- Do our best to answer your questions in full on your first visit.
- Call you back within 48 hours for unresolved enquiries.
- Provide you with any relevant forms or information.
- Follow up your enquiry until it has been answered.

When you send us a letter, fax or email we will aim to...

- Acknowledge and respond wherever possible within 10 working days.
- If additional time is required, give you a substantive response to your emails, letters and faxes within 20 working days.
- Advise you promptly if we need additional time.
- Write clearly and use Plain English.
- Answer your questions in full.
- Include, or refer to, any relevant documents or other information to assist with your enquiry.



Planting the seeds of good customer service