

Customer Service Charter Murrindindi Shire Council

- We will greet you in a courteous, helpful and friendly manner.
- We will endeavour to provide you with information that is accurate, up-to-date and easy to understand.
- We will make every effort to answer your questions and deal with your requests promptly.
- We will keep your personal information private and secure.
- We will write our letters, brochures, website and other notices in plain language.
- We will ensure you are referred to the right person if your request cannot be immediately dealt with, and you will be contacted within two working days.



What customers can expect with face-to-face contact

- We will wear Murrindindi Shire Council identification when dealing with you.
- We will provide assistance with Council forms if this is required.

What customers can expect on the telephone

- We will answer ringing phones promptly; we will identify ourselves and our department.
- We will ask for your name, phone number and the reason for your call and ensure we record your messages accurately. Calls will be returned within two working days.
- If the person that you are trying to contact is not available when you call you will be able to leave a message and you will receive a return call within two working days.
- Our recorded message will advise you if the person you have called is unavailable for more than two working days.

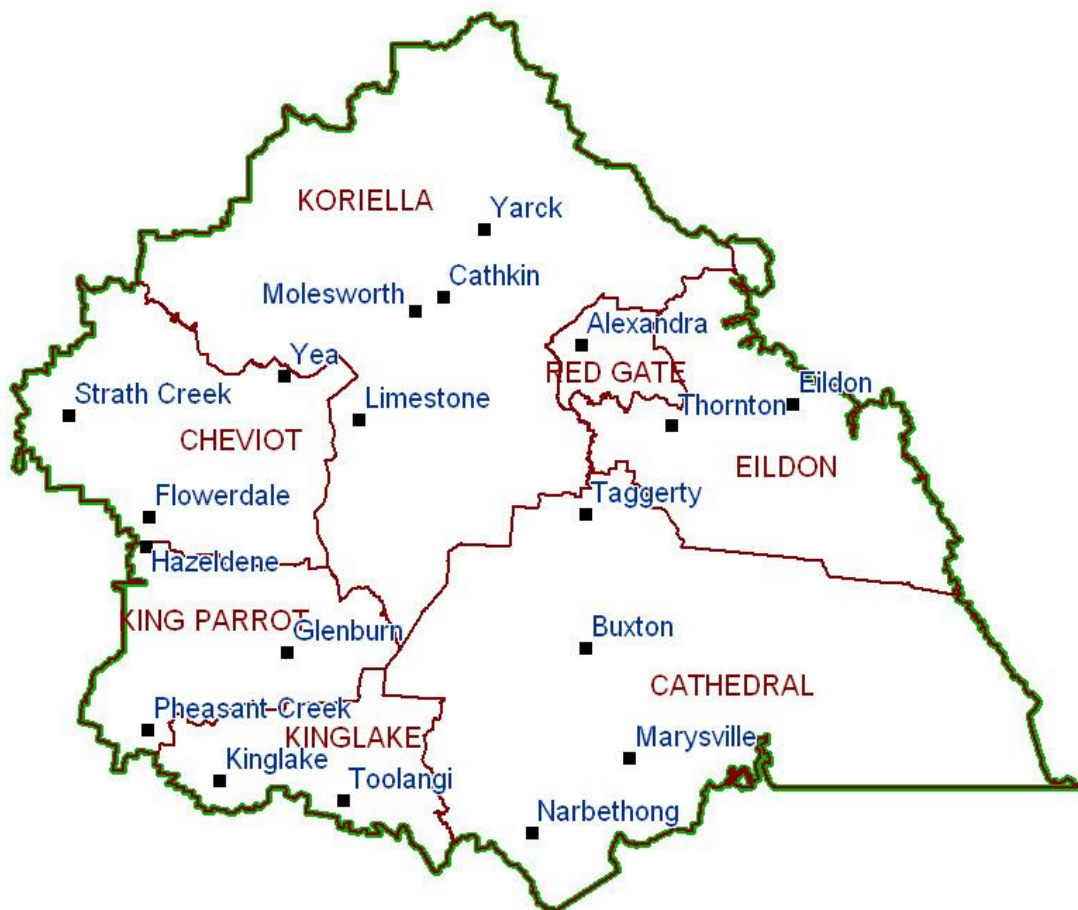


What customers can expect with contact via correspondence

- Correspondence will be acknowledged within ten working days and monitored until the request is finalised.
- If you email an officer, a return email will let you know if the person is not available for more than two working days.

Customer service requests

- All requests will be acknowledged within ten working days.
- When a request is made we will investigate what is required and give a realistic time for completion of the task. We aim to meet our deadlines and keep you informed of progress when handling complex requests.



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