

Our Customer Service Charter

We listen and seek to understand
We take action
We follow through and keep the customer informed
We do what we say we will
We are professional
We are respectful
We are approachable and friendly

We want to deliver great customer service to our community. To do this, our promise to you is to:

- resolve 80% of your enquiries at the first point of contact with Council
- answer 80% of your phone calls within 30 seconds
- return your phone calls within 2 business days
- acknowledge all your requests within 2 working days
- resolve all your requests (and advise you of the outcome) within 10 business days
 - if a comprehensive reply is not possible at that stage, we will notify you of a timeframe for response and a contact person for follow up
- provide regular updates to you for requests which are longer term in nature (for example, works involving other agencies).
- report regularly against our performance standards

If we receive a customer complaint about our service or our staff, we will acknowledge the complainant within ten business days. At that time, we will inform the complainant of the name and title of the staff member who is handling their complaint and advise them of a timeframe for completing the enquiry.

We aim to resolve all complaints within 28 working days. If it takes longer than 28 days to resolve, the officer investigating the complaint will contact the complainant before this period has elapsed to explain why and advise next steps.