

WHY WE HAVE A CHARTER

Our customer service charter sets out our commitment to you, our customer, and outlines the service you can expect from us.

This commitment extends across all our touchpoints, no matter how or where you interact with us.

Meeting the standards set out in our Customer Service Charter is critical in supporting our mission:

“To deliver benefits for our community in a way that adds value and builds trust.”

OUR COMMITMENT TO YOU

We are committed to:

- Prompt and friendly customer service
- Being polite, respectful, transparent and honest about our processes
- Providing clear, accurate and helpful information
- Doing what we say we will, and keeping you informed along the way
- Regularly monitoring our service standards to identify areas for improvement

Keep reading for more on our service standards.



OUR CUSTOMER SERVICE STANDARDS



If you contact us by phone:

- We will aim to answer your enquiry, or let you know the course of action to be taken the first time to minimise transferred calls
- If we are unable to resolve your issue at the first point of contact, we will transfer or forward your enquiry to an appropriate staff member, who will return your call no later than the close of business the next working day



If you call in to see us, we will:

- Greet you with respect, courtesy and dignity
- Identify ourselves so that you know who you are talking to
- Aim to answer your enquiry at the first point of contact



If we are unable to resolve your issue at the first point of contact, we will:

- Forward your enquiry to the appropriate staff member who will contact you to discuss no later than the close of business the next working day
- Or, if necessary, arrange an alternative meeting time that suits you



If you write to us, we will:

- Respond to your letter or email within 10 business days
- Respond in language that is clear, concise and easily understood
- Respond to correspondence using appropriate means and ensure that accurate records are maintained



Community participation in our planning system

Our Community Participation Plan has been developed to set out how and when we will engage with our community on the planning functions we perform under the Environmental Planning and Assessment Act 1979.

This Plan also sets out the minimum exhibition timeframes for our documents, key information relating to public exhibition periods and making a submission.

The Community Participation Plan forms part of our [Community Engagement Strategy](#) (Appendix B) and is available for viewing on our website.



Social media

Social media allows us to share accurate and timely information directly with our community, however we cannot guarantee a response to all posts made on our social media sites. We will post responses when considered necessary and/or appropriate.

More information is available in our [Social Media Usage Guidelines](#).



Customer Request Management

We maintain a Customer Request Management (CRM) System that records and monitors requests we receive. This service enables Customers to notify us of an issue, request an action, report faults, defects or hazards in Council infrastructure.

You can lodge a customer service request over the phone, by email, or through the [“Report and Request”](#) portal on our website.

“These service standards reflect our promise of providing you, our customer, with a quality service, every time.”

HELP US DELIVER A BETTER SERVICE

We expect you to:

- Treat us with respect
- Report issues and send requests to us directly and quickly, through appropriate channels
- Provide us with accurate and complete information and documentation
- Provide a daytime telephone number or email address in your correspondence
- Acknowledge that Council is subject to strict governance and legislation that may result in decisions you do not agree with

We will not accept:

- Rude, angry, harassing, threatening or abusive behaviour
- Unreasonable demands that cannot be satisfied, reducing time available to assist other customers

Tell us how we're going:

- Say thanks or pass on a compliment
- Provide feedback on how we can improve
- Make a formal complaint, keeping in mind general issues or concerns are not formal complaints



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CALL US General enquiries 7955 7777 | Water & Sewer (24/7) 1300 133 455



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