



## PURPOSE OF THE CHARTER

This document aims to clearly outline to our customers the service standards that they can expect when conducting business with the Glenelg Shire Council.

## OUR COMMITMENTS TO YOU

As an organisation we ask our employees when dealing with our customers to always:

- be honest, ethical and professional;
- be helpful and courteous;
- listen to you with respect and understand your issues;
- meet commitments made;
- keep you informed;
- ensure that you clearly understand what is being said;
- apologise if we make a mistake and attempt to make it right;
- assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to our services.



## OUR SERVICE STANDARDS

In addition to "Our Commitments" our aim is to meet the following services standards:

### **When you contact us by telephone we will:**

- return your telephone call within 1 business day or at an agreed time;
- when transferring your call to another employee, make every effort to refer you to the most appropriate person and communicate to the employee, your name and reason for your call.

### **When you send us a letter, fax or email that requires a response, we will:**

- reply to your correspondence within 10 business days; or
- contact you if the matter will take longer than 10 business days to complete, and advise the current status and where possible the anticipated date a response can be expected;

### **When you ask us to do something, we will:**

- Investigate your request and:
  - complete the request within 10 business days; or
  - contact you within 10 business days to advise the status of the request and where possible the anticipated date a response can be expected; or
  - advise you in writing within 10 business days or an agreed date, that Council is unable to complete the request and provide clear reasons why.

Whilst we would like to action all requests received from our customers, unfortunately this is not possible. Our actions can be limited or affected by many things including resource constraints, legislative requirements, other organisations or the future strategic direction of Council.

## COMPLAINTS

Whilst we strive to meet our customers' expectations, we recognise that we are a large and diverse organisation providing many services to the community and at times customers may not be satisfied with our actions.

If you are not satisfied with the actions or response of one of our employees we would encourage you to:

1. speak directly to the employee to attempt to resolve the concerns; or
2. contact the relevant employee's direct supervisor;

If after contacting the employee or their supervisor you are still dissatisfied, you may wish to contact the:

3. Group Manager of the relevant Department;
4. Chief Executive Officer.

You may choose to lodge a complaint in any form that you feel comfortable with. However, if the matter cannot be resolved directly with the employee or their supervisor and you wish to continue with the matter, we would encourage you to submit the complaint in writing to ensure that your concerns are accurately documented. A complaints form (Appendix 1) has been developed to assist customers with this process.

The Glenelg Shire Council will consider the requirements of the Victorian Charter for Human Rights and Responsibilities when communicating with our customers.

## HOW TO CONTACT US

### Postal Address

All inwards correspondence should be sent to:

Glenelg Shire Council  
PO Box 152  
Portland, Victoria 3305

### Email

[enquiry@glenelg.vic.gov.au](mailto:enquiry@glenelg.vic.gov.au)

### Website

[www.glenelg.vic.gov.au](http://www.glenelg.vic.gov.au)

### TTY: 03 5522 2377

The Glenelg Shire Council has three Customer Service Centres:

#### **Portland (main administration centre)**

71 Cliff Street,  
Portland, Victoria 3305

Telephone: 03 5522 2200

Facsimile: 03 5522 2290

Office Hours: 8.30am to 5.00pm, Monday to Friday

#### **Casterton (Incorporating the library)**

67 Henty Street,  
Casterton, Victoria 3311

Telephone: 03 5554 2444

Office Hours: 9.00am to 5.00pm, Monday to Friday

#### **Heywood (Incorporating the library)**

77 Edgar Street,  
Heywood, Victoria 3304

Telephone: 03 5527 0666

Office Hours: 9.00am to 5.00pm, Monday to Friday



## COMPLAINTS FORM

Name: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Telephone (BH): \_\_\_\_\_

Email Address: \_\_\_\_\_

### **Detail of Complaint** (Attach further information if insufficient space)

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### **Previous contact with the Glenelg Shire Council on this matter**

Name of Council staff member and or Department this complaint concerns (If applicable)?

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Details of any relevant Dates & Times: \_\_\_\_\_

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### **Correspondence received from the Glenelg Shire Council (if applicable)**

Name of person who sent correspondence: \_\_\_\_\_

Date Sent: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Personal and or health information collected by Council is used for municipal purposes as specified in the Local Government Act 1989. The personal information will be used solely by Council for these purposes and or directly related purposes. Council may disclose this information to other organisations if required by legislation. The applicant understands that the personal and or health information provided is for the above purpose and that he or she may apply to Council for access to and/or amendment of the information. Requests for access and or correction should be made to Council's Privacy Officer.