



## **Customer Service Charter**

***We are committed to providing you with quality services in a manner that meets or exceeds your expectations. This Customer Service Charter provides you with standards by which to measure our performance. It also provides our employees with clear standards to strive for in service excellence and to achieve the Council's goal of best practice in customer service. Council is a values-based organisation that aims to work alongside its five values that consist of Team Work, Respect, Integrity, Service Excellence and Innovation.***

### **Service standards you can expect of our staff are to:**

- Respect you, our customer.
- Provide you with prompt, friendly, courteous and efficient customer service and remain professional at all times.
- Be realistic about what we can do and in what timeframes.
- Provide you with accurate and consistent information.
- Show respect for your privacy and the confidentiality of information discussed in your dealings with us.
- Strive to excel in providing excellent customer service.
- Excel in continuous improvement through customer surveys and identification of new technologies.
- Actively seek feedback on our services to ensure they meet our customers' needs.
- Listen to you and discuss your requirements fully.
- Keep you up to date with what is happening within the Council and provide you with information on relevant options and services that are available to you.
- Endeavour to satisfy your request at the time of your visit. When enquiries of a technical or specialised nature are made at any of our Customer Service Centres, the appropriate officer will be called to assist if available, or contact will be made within two working days to arrange an appointment or to discuss the matter over the phone. Should the relevant officer be on leave we will provide an alternative officer to deal with the matter or inform you accordingly.

### **When contacting us by telephone we will:**

- Endeavour to answer your call promptly.
- Advise you of any delays, offer suitable options and offer to return your call enquiry by the next working day or immediately after the advised date of return.

### **When writing to us we will:**

- Write to you in clear, concise language that is easily understood.
- For general enquiries we will acknowledge or resolve your question within 10 working days. For enquiries that cannot be resolved in this time frame, we will make contact with you.

### **When using our website or social media we will:**

- Maintain our website with relevant and up-to-date information that is easily understood and accessible.
- Post interesting, engaging and up-to-date information on our social media platforms that encourage interaction and feedback.
- Respond to enquiries and posts on our social media platforms in a timely and professional manner.

### **Measuring and improving the quality of our service:**

We are committed to continuous improvement of the services that we deliver. Some ways we may measure and improve the quality of the service we provide include;

- Conducting an annual 'Customer Satisfaction' Survey or via feedback forms.
- Implementing quality training and coaching activities for our staff.
- Using internal systems and corporate reporting to measure our performance.
- Recognising our staff for customer service delivery excellence.

## How you can help us:

We need your help to meet the commitments we make to you by:

- Treating our staff with courtesy and respect.
- Being open and honest with us by providing accurate and complete details.
- Respecting the rights of, and being courteous to other customers.
- Contacting us to make an appointment if you have a complex or technical enquiry, or need to meet with a specific employee.
- Contacting the employee referred to on any correspondence sent to you and quoting any relevant reference numbers.
- Using appropriate channels for customer requests, concerns and compliments.
- Working with us to help solve problems.

As we strive to deliver best practice customer service, we encourage you to provide feedback. Whether you have a request for action, a compliment or a concern, we would like to hear from you. Not only does it give us an opportunity to reward service excellence by our staff, it also enables us to learn about how we can improve our service to our community.

## Access and Inclusion:

We are committed to creating an accessible and inclusive community for people with disabilities and people from culturally and linguistically diverse backgrounds by providing culturally safe facilities and services that enable inclusiveness.

### ***Disability***

Upon request we can provide this Charter, or any other document that we produce, in another format, such as large print or Braille etc.

### ***Multicultural***

Non English Speakers can contact us directly through the national Translating and Interpreting Service (TIS) by connecting to [www.tisnational.gov.au](http://www.tisnational.gov.au). Council can arrange for the services of language interpreters free of charge.

For further enquiries on the above information please contact one of the Council's Customers Service Centres.

## **Our complaint resolution process:**

We recognise that an important part of a successful customer service program is ensuring that we have systems in place to manage complaints effectively.

Council has a Complaints Handling Policy that aims to ensure an open and transparent complaint handling system that applies to all Council staff, volunteers and third party contractors carrying out services on Council's behalf. The policy is available on our website: [www.glenelg.vic.gov.au](http://www.glenelg.vic.gov.au) or you can contact one of our customer service centres to request a copy.

## **How to contact us:**

### **Online:**

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

### **Telephone:**

1300 GLENELG (1300 453 635)

### **Hearing or speech impaired:**

Call us via the National Relay Service ([www.relayservice.com.au](http://www.relayservice.com.au)) on 13 36 77 then ask for 1300 453 635

Speak and Listen user's phone

1300 555 727 then ask for 1300 453 635

### **In Person at our Customer Service Centres:**

Portland - 71 Cliff St

Casterton - 67 Henty St

Heywood - 77 Edgar St

### **E-mail:**

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

### **In writing:**

Glenelg Shire Council  
PO Box 152  
PORTLAND, VICTORIA, 3305

### **Urgent After Hours Contacts:**

For emergencies where there is a threat to life or property, please call 000 (triple zero). For urgent after hours Council related calls please call 1300GLENELG (1300 453 635) and follow the prompts.