



Customer Service Charter

The Glenelg Shire Council is committed to providing you with quality services that meet your expectations and result in customers satisfaction.

We pride ourselves in being able to outline and follow our Five organisational values:

- Teamwork
- Respect
- Integrity
- Service Excellence and
- Innovation

This Customer Service Charter will provide you with the standards by which to measure the service you receive from us and help provide us with valued feedback on where improvements can be made. The charter provides our employees, contractors, and volunteers with clean and concise standards to strive for to achieve Council's goal of achieving service excellence.

Service Standards you can expect from our staff:

- Respect for you as our customer and treat you with courtesy.
- Provide you with professional, prompt, friendly, and efficient customer service always.
- We will listen to your request and act accordingly to meet your expectation.
- We will always show integrity and provide you with accurate and consistent information.
- We will keep you updated on the progress of your request in a timely matter.
- The Glenelg Shire is committed to protecting an individual's right to privacy and will keep all dealings and information shared with the council confidential.
- We strive to excel in our service excellence by continuing to improve our current processes through customer engagement and feedback.
- We will keep you up to date with changes happening within Council by utilising avenues of communication to suit individual needs.
- We will endeavour to satisfy your request the first time you contact Council. If your enquiry requires more technical or specialised need, the appropriate officer will be contacted to offer assistance. When the appropriate officer is not available a detailed message will be sent to the officer to return your call within 2 working days. At this time the officer will arrange a mutually suitable appointment time or discuss your matter over the phone. If the relevant officer

is on leave, we will provide an alternative officer to help with your matter accordingly.

- When writing to us and a phone number is provided, we will respond to you via phone. If a written response is required, we will ensure to write to you in a clear, concise language that is easily understood.
- For general enquiries via mail, we will acknowledge or resolve your enquiry within 10 working days. For enquiries that cannot be resolved in this time frame, we will contact you and keep you updated throughout the process.

When using our website or social media we will:

- Be engaging with our customers and respond to comments and messages where required in a timely matter.
- We will be respectful to you the customer and always be courteous and patient of your opinions.
- We will maintain our website and ensure that all information is accessible to the community and kept relevant and up to date with Council's current policies and procedures.
- The information shared will be accurate, informative, up to date, easy to follow and understand.
- All enquires sent through our website and social media pages will be responded to in a timely manner and follow the same standards of all other enquires.

Measuring and improving the quality of our service:

We are committed to continuous improvement of the services that we deliver. We continually measure our performance to be able to make ongoing changes and improvements. Some ways we may measure and improve the quality of the service we provide include:

- Gauging customer feedback and option via Councils Your Say Website. If customers do not have access to our online modules, we will offer manual copies at our three Customer Service Centres.
- Conducting an annual 'Customer Satisfaction' Survey or via feedback forms.
- Implementing ongoing training and support services to all our staff to continue improvement in the services we provide.
- Reviewing internal reports, policies, procedures and guidelines to measure the performance of our staff and services.
- Expecting all staff to uphold our 5 values: Teamwork, Respect, Integrity, Service Excellence and Innovation, by reviewing these behaviours each month.

- Recognising our staff for customer service delivery excellence.

How you can help us:

We strive to provide our customers with Service Excellence. To help us meet these standards we make to you we need your help by:

- Being patient, polite and courteous to our staff and treating them with respect.
- Being open and honest with our staff and providing them with accurate and up to date information.
- Being respectful of other customers.
- If you have an enquiry that may require technical or specialised need then booking an appointment prior to your call or customer service centre visit. This allows our staff to be prepared for your enquiry and have all the required information ready.
- If you are returning a call or written correspondence, quoting a reference number or name of the person who initially contacted you.
- Using appropriate channels for customer requests, concerns, and feedback.
- Working with us to help solve problems to reach your desired outcome.

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. This can be done by following any of the avenues shared below in “How to contact us”. Not only does it give us an opportunity to reward service excellence by our staff, but 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 other formats, such as larger print, Braille or audio file.

Multicultural

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

Hearing or Speech Impaired:

For those who have difficulties with their hearing or speech can contact us directly through the National Relay Service (www.relayservice.com.au) on 13 36 77 then ask for 1300 453 635 or via Teletypewriter (TTY) services by contacting 1800 555 630.

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

Our complaint resolution process:

We are an organisation that view complaints and feedback as a positive opportunity to learn and ultimately improve the service we provide. We recognise the importance of a successful Customer Service experience and ensure that we have procedures in place to manage complaints effectively.

We treat every complaint we receive on its individual merits, through clear and consistent processes.

Council has a Customer Complaint Handling Policy (CPO-CORPS-CUSTS-003) that aims to ensure an open and transparent complaint handling system. Our complaints policy applies to all complaints from members of the public about Council staff, Council contractors and decisions made at Council meetings. This policy does not apply to complaints about individual Councillors.

The policy is available on our website: <https://www.glenelg.vic.gov.au/Our-Council/Contact-Us/Making-a-Complaint> you can contact one of our customer service centres to request a copy.

If you are not satisfied with the service, you have received from us or have feedback you wish to share please see the information below on how you can contact us.

How to contact us:

Online:

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) 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

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.