



Strathbogie Shire Council Customer Service Charter

Customer Service Charter

This Customer Service Charter confirms the commitment of Strathbogie Shire Council to provide quality service to its customers. It explains how you as a customer may access a particular service and outlines the features of acceptable levels of customer service which underpin all service based areas within our organisation.

This charter embraces a “whole of organisation” approach by providing a common set of principles and behaviours to guide all staff in their dealings with customers.

The publication of Council’s Customer Service Charter ensures that its customers will receive outstanding service at all times and that if the promised level of service is not delivered, appropriate steps will be taken to remedy the situation and prevent recurrence.

Our Customer Service Commitment

At Strathbogie Shire Council we are committed to working in partnership with you, our community, to deliver excellent service through dedication, innovation and continuous improvement guided by our organisation’s six corporate values: Good Governance, Working Together, Quality Services, Social Inclusion, Environment and Stability.

Mission – What do we want to achieve?

To actively consult with community, investors and industry through advocacy and collaboration; delivering quality infrastructure, lifestyle and sustainable economic and community development.

In servicing our customer, Council Officers will aim to:

- Be accessible to you (refer page 5 “How to Contact Us”)
- Identify ourselves in all dealings with you
- Treat you as we would like to be treated ourselves
- Adopt a courteous and friendly approach when assisting you
- Strive for improvements in all aspects of our service

Customer Standards - What you can expect from us

When making contact with Council you can expect that staff will:

- Respond to you in a courteous, respectful and professional manner
- Listen to you carefully so that we understand and respond to your needs appropriately
- Provide you with necessary and reliable information
- Take responsibility to assist you with your enquiry to the best of our ability in a timely manner
- Respect your privacy and confidentiality and that of others

How we will respond

When we respond to your enquiry you can expect that staff will:

- Provide a response to communication within 10 working days
- Return telephone calls within 1 working day
- If resolution is not possible then you will receive an acknowledgment that will indicate the anticipated time a solution can be expected and a direct contact for further queries
- Answer the telephone within a reasonable time frame
- Keep you informed; Customers with complex enquiries will be advised of an estimated timeframe for response, an enquiry reference number and details of the responsible officer.

Help us to help you

- To assist staff in providing quality services we ask you to provide complete, accurate and detailed information when you first contact Council
- Treat our officers the way you would like to be treated yourself
- Respect the privacy and rights of other customers
- Phone to make an appointment for a complex enquiry or a need to see a specific officer
- Understand that some queries may require some research before an answer can be given
- Provide us with feedback so we can deliver better services

Service Improvement

Council is committed to delivering high quality services to its community and customers. Managing customer requests and complaints is a priority and it is our promise to you that we will maintain the highest possible standards of service. If we do not meet these standards we will explain why and try to put things right.

Our Complaint resolution process

- We will document the complaint and refer you to the most appropriate officer
- We will provide you with a reference number for follow up
- The issue will be investigated and a response will be provided to you within 10 working days, giving reasons for advice. In some cases detailed investigations may take longer to complete. In this instance you will be notified of any progress made and given a timeframe for completion
- If shown to have mishandled a situation, or not met our standards, Council will acknowledge the mistake, apologise and correct the situation.

What if I am unhappy with the results?

- You can submit an official complaint form for review by the Service Area Manager (this form is available from the Customer Service Team)
- This form should include your original reference number and your full contact details
- We will respond to you within 10 working days
- Please note that if your concern relates to a decision made by the elected Council, you are encouraged to contact the Ward Councillor or the Mayor. Contact details for the Mayor and Councillors are located on Council's website

If dissatisfied with Council's resolution the Office of the Ombudsman can be contacted on 1800 806 314 or via their website at www.ombudsman.vic.gov.au

Positive Feedback

If you would like to pass on a compliment to a member of our team you can contact Council via email, write in, fax or just give us a call. Your positive feedback is both appreciated and celebrated. Understanding your experience with Council is important to us, and will help us to improve our services.

How to contact us

- Email: info@strathbogie.vic.gov.au
- Website: www.strathbogie.vic.gov.au
- Mail: PO Box 177
- Euroa Vic 3666
- Fax: 03 5795 3550
- Phone: 1800 065 993 or 03 5795 0000
 - Hours 9.00am to 5.00pm
 - TTY users can telephone 133 677 and then ask for the numbers above
 - Speak and Listen Users can telephone 1300 552 272 and then ask for the numbers above
 - After hours emergency contact is available on the same numbers
- In Person:

Euroa office

109A Binney Street Euroa, the Council office is open

Monday to Friday 9am to 5pm

Mobile Customer Service

Nagambie Visitor Information Centre - 317 High Street Nagambie

Thursday: 10.30am to 3.00pm

