




Strathbogie
shire

**CUSTOMER
SERVICE**


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shire

CUSTOMER SERVICE CHARTER



At Strathbogrie Shire Council we pride ourselves on providing a high standard of customer service across the organisation.

We strive to better understand our customers' needs and preferences through listening, discussion, consultation and feedback. We want to ensure our customers have a good experience when dealing with Council.

We understand that a commitment to excellent customer service is required from all Council staff to ensure that we serve our community in the best way possible.

This Customer Service charter outlines what you can expect when dealing with us as a promise of the service we aim to provide.

When you contact Council, we will:

- Greet you politely and identify ourselves by first name
- Respond to your contact promptly
- Treat you with respect and courtesy
- Listen to you carefully so that we may understand and respond to your needs appropriately
- Communicate in a clear and concise manner
- Take responsibility to assist you with your enquiry to the best of our ability
- Provide choice in our delivery methods so that our services are accessible across the community
- Keep you informed of the status of your request or enquiry and close the loop when the request or enquiry is complete
- Give due regard to any emergency situation which may put our community at risk of their safety within our jurisdiction



Response Times

There are a number of ways you can contact Council to make an enquiry, request a service or provide feedback.

Method of Contact	Our Promised Response Timeframe
Email Online forms Social media	Acknowledgement within 2 working days A response within 7 working days or as otherwise specified in our service commitments on pages 5-9 of this charter. If a full response is not possible initially, then you will receive an acknowledgement which will indicate a timeframe in which you can expect a reply and the name of the officer handling your request.
Phone or in person	We aim to resolve your enquiry promptly without unnecessary referrals or transfers. If we are unable to resolve your enquiry at the time we will provide you with the name of the person the enquiry will be referred to. Phone calls will be returned at the first opportunity. However if information is not readily available, verbal enquiries will receive an acknowledgement phone call with in 24 hours and a more detailed response within 7 working days . If you have an enquiry about a complex issue like planning or building you may wish to make an appointment. This way we can ensure a specialist officer is available to discuss your issue.
Written requests	We aim to respond to you within 10 working days If a full response is not possible, then you will receive an acknowledgment which will indicate a timeframe in which you can expect a reply and the name of the officer handling your request. All correspondence will be prompt, courteous and written in plain language.
Freedom of information requests	Acknowledgment within 3 working days Formal freedom of information requests will be processed in accordance with the Freedom of Information Act and a response will be processed within 30 calendar days .

Respecting your privacy

Your personal information will be handled in accordance with the Privacy and Data Protection Act 2014 and used for the specified purpose. You can access your personal information by contacting Council's Privacy Officer on 1800 065 993.

Help us to help you

When you contact Council, please:

- Provide all relevant information to help us better assist you with your enquiry
- If your enquiry has a complex nature, please provide all the details in a written form so we have all the correct information to best action a response or investigation
- Please treat us with courtesy and respect. We are here to help you. Abusive behaviour towards our staff will not be tolerated under any circumstances.
- Let us know when things change, for example your contact details

Responding to your concerns

We will:

Respond to your concerns as a matter of priority however if you feel that the service we have provided to you has not met the terms of this Customer Service Charter, you may lodge a complaint.

Complaints can be submitted via email, post, in person or over the phone

Website:	www.strathbogie.vic.gov.au
Email:	info@strathbogie.vic.gov.au
Post:	PO Box 177, Euroa VIC 3666
Phone:	1800 065 993 or 03 5795 0000
In Person:	Main Office - 109A Binney Street, Euroa Nagambie Office - 293 High Street, Nagambie

If you are unhappy with our complaint resolution you may contact the office of the Ombudsman on 1800 806 314 or visit www.ombudsman.vic.gov.au

Decision making

When we make a decision, we will:

- Consider all perspectives before reaching a decision
- Make decisions that are consistent, fair and in line with Council policies, and relevant legislation
- Explain the reasons for our decisions
- Communicate our decisions and respond with any further action in a timely manner

Feedback from you

We welcome, at any time, comments or suggestions to help us improve our service to you.

Additionally, we will:

- Monitor our performance constantly and consult with our customers regularly to help us better tailor our services to meet your needs and gain valuable feedback
- Review this charter as part of Council's planning cycle and consider your comments as part of the review



Service Commitments

Our service commitments provide timeframes for some of the services we provide from repairing footpaths to emptying bins or delivering maternal and child health services.

Below are just some of our service commitments to you:



Animal Services

- We will audit every registered domestic animal business annually to ensure compliance with relevant codes of practice.
- We will respond to complaints about dog attacks against people or animals within 24 hours of a report being received. A thorough investigation must then be undertaken which may take time to finalise.
- We will respond to complaints about barking dogs within two (2) working days. A thorough investigation must then be undertaken which may take some time to finalise.
- We will aim to provide you with a cat cage to catch feral cats within five (5) working days, depending on availability. You may need to be placed on a waiting list if all our cat cages are out on loan.
- We will respond to complaints about roaming animals within 24 hours of a report being received.
- We will process new dog and cat registration applications within one (1) working day of an application and payment being received.



Building Services

- We will provide Section 32 Building information certificates within five (5) working days of an application being received.
- We will provide property information certificates within ten (10) working days following receipt of relevant documentation and payment of fees.
- We will provide copies of building plans and permits within fifteen (15) working days of an application being received. Copies may not be available for properties over 10 years old.
- We will commence investigations into complaints/concerns relating to dangerous buildings and unfenced pools or spas on the day of a complaint being received.
- We will provide a response to an application for report and consent within fifteen (15) working days following receipt of relevant documentation and payment of fees.



Drains and Cleaning

- We will inspect and make safe rubbish and litter within seven (7) working days of a request being received. (Note - The removal time will depend on the type of hazard and risk that the rubbish/litter poses to the public)
- We will remove dead animals from Council roads and township paths within one (1) working day of a report being received.
- We will investigate blocked Council owned drains and pits within two (2) working days of a report being received.
- We will inspect and make safe missing or damaged pit lids within one (1) working day of a report being received.



Fire Prevention

- We will undertake property inspections for fire hazard requests during the fire danger period within five (5) working days of notification.
- We will undertake property inspections for long grass requests during non-fire danger period within ten (10) working days of notification.



Local Laws

- We will respond to complaints about unregistered or abandoned vehicles on Council land within five (5) working days if the car is safely parked or within 24 hours if the car is not safely parked and is a traffic hazard.
- We will respond to complaints about illegally parked vehicles within 24 hours and broader parking issue complaints within five (5) working days.



Paths, Parks & Playgrounds

- We will investigate and action general parks maintenance (non-urgent) requests within ten (10) working days.
- We will attend to emergency playground requests within 24 hours of a report being received.
- We will inspect and make safe dangerous footpaths within two (2) working days of a report being received.
- We will inspect and provide advice on vehicle crossing enquiries within five (5) working days.



Environmental Health

- We will complete new business registrations for food and public health premises and issue a certificate of registration within fifteen (15) working days of receiving a complete application and the lodgement fee.
- We will commence processing applications for permits to install and use onsite wastewater management systems within ten (10) working days.
- We will respond to food poisoning complaints within 24 hours and other food related complaints within two (2) working days.
- We will commence investigations in response to complaints within two (2) working days.



Governance

- Council minutes will be made available within seven (7) days after a Council meeting.
- We will process freedom of information requests within 30 calendar days from when all required information has been received.



Maternal & Child Health

- All birth notifications are responded to promptly within five (5) working days. The Maternal and Child Health nurse will contact the family and encourage them to engage with the service.
- All the first time parents will be invited to attend a first time parent group before their child reaches four (4) months of age upon receipt of a birth notification.



Rates

- We will process copies of rate notices within five (5) working days of a request being made.
- We will process standard Land Information Certificates within five (5) working days following receipt of relevant documentation and payment of fees.
- We will process urgent Land Information Certificates within one (1) working day following receipt of relevant documentation and payment of fees.



Subdivisions

- We will refer subdivision applications for certification to external referral authorities within seven (7) days of lodgement of relevant documentation and payment of fees.



Roads & Bridges Maintenance

- We will inspect pot holes on Council sealed roads within fourteen (14) working days of a report being received and repairs will be carried out according to the Road Management Plan within a two (2) month period.
- We will inspect pot holes on Council unsealed roads within three (3) months of report being received and repairs will be carried out according to the Road Management Plan within a six (6) month period.
- We will inspect and make safe structural damage to Councils (class 3 and 4) bridges within two (2) working days of report being received.
- We will replace missing or damaged regulatory signs within one (1) month of report being received.



Planning

- We will investigate all high risk breaches of the planning controls within three (3) working days of a request being received.
- We will request further information on planning applications where required within 28 days of lodgement.



Tree & Horticulture

- We will attend to emergency tree requests where the tree/branch is on a Council managed road or walkway within 24 hours of a report being received.
- We will investigate routine tree maintenance requests on Council land within ten (10) working days of a request being received.



Waste Services

- We will replace missing or unrepairable bins within five (5) working days of request being received.
- We will provide bins to new residential properties within five (5) working days of occupation when notified by the resident or occupier.
- We will return for missed bin collections due to driver error within two (2) working days of report being received.
- We will clear all street and park litter bins at least once every week.
- We aim to divert 65% of waste collected from kerbside collections away from landfill.



Keeping in touch

Stay in touch with our latest news and projects via the following methods:



www.strathbogie.vic.gov.au



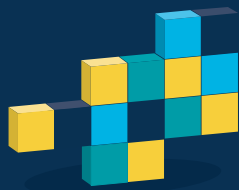
[lovestrathbogie](https://www.instagram.com/lovestrathbogie)



[StrathbogieShireCouncil](https://www.facebook.com/StrathbogieShireCouncil)



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