

Customer Service Charter



Our vision

Our vision is to deliver a customer-focused service across all functions of our organisation to support and empower a thriving community.



Our promise to you

We promise to place our customers at the heart of everything we do.

We will continually review and enhance our service delivery to ensure it's meeting community expectation.

We will empower our staff to champion initiatives that enhance the customer experience.

We will build a culture that recognises and values excellence in customer service.

When you contact Council, we will:

- greet you politely and identify ourselves by first name
- treat you with respect and courtesy
- listen carefully so we can understand your needs and respond appropriately
- be clear and concise
- assist you to the best of our ability
- ensure you have choice in how you contact us
- respond within two business days for in-person or phone queries and 10 business days for written or emailed requests
- keep you informed as to the progress of your inquiry
- contact you once it's complete
- prioritise any emergency that may pose a risk to the community.



Help us to help you

When you contact Council, please:

- treat us with courtesy and respect – we're here to help
- provide all relevant information to help us better assist you
- for complex matters, provide full details in writing
- let us know if things change, including your contact details.

Abusive behaviour towards our staff will not be tolerated.

To ensure your request is properly recorded and directed to the most appropriate Officer, please contact Council by:

Email: info@strathbogie.vic.gov.au

Telephone business hours:
1800 065 993 or 03 5795 0000

Telephone after hours: 1800 065 993

Mail: PO Box 177, Euroa VIC 3666

Web form: strathbogie.vic.gov.au and selecting "Submit a Request"

Visit us in person at:

Euroa 109A Binney Street.
Open from 9am - 5pm weekdays

Nagambie 352 High Street.
Open from 9am - 4pm weekdays

Snap Send Solve: Download the app to lodge queries via your mobile device.



Accessibility

We are committed to ensuring all members of the community have access to Council Services.

Please tell us if you have communication needs or barriers so that we can assist you with:

- an interpreter or TTY
- talking to you if you have difficulties with reading or writing
- speaking to a person acting on your behalf.



Service targets

We measure our performance against clear service standards that reflect customer expectations and our regulatory obligations. Our performance will be reported quarterly to the Council.

Service type	Response time
Enquiries resolved at first contact with a Customer Service Centre	80%
Average wait times for calls to the Customer Service Centres	60 seconds
Maximum time to acknowledge a phone message	3 working days
Maximum time to acknowledge written correspondence sent by mail (excludes postal time)	3 working days
Maximum time to acknowledge emailed correspondence	3 working days
Maximum time to acknowledge receipt of a complaint*	2 working days
Maximum time to reply to an escalated complaint*	10 working days
Community Satisfaction Survey – Customer Service performance	70%

*In accordance with Council's Complaints Policy.



Feedback & complaints

Your feedback is important to us. It helps us understand your needs and improve the way we serve the community. You can contact us in person at one of our offices, via email or phone.

If you feel the service you received does not meet the standards outlined in this Charter, you may lodge a complaint in accordance with our Complaints Policy, which is available on the website.

Complaints can be submitted via one of the contact methods listed above left.

All complaints will be treated as a priority and we aim to acknowledge you within 10 business days. If we are unable to meet this timeframe, we will contact you to advise when you should expect a response. Our aim is to resolve all complaints within 30 business days.



Respecting your privacy

We are committed to safeguarding your privacy and will endeavour to take all reasonable steps to keep your information secure.

Strathbogie Shire Council employees are obliged to respect the confidentiality of any personal information held and not to disclose that unless required to do so by law.

Your Personal Data will be managed in line with Council's Privacy and Data Protection Policy, in accordance with the Privacy and Data Protection Act 2014. You can access this policy on our website. You can access your personal information by contacting Council's Privacy Officer on 1800 065 993.