

# Customer Service Charter



## Customer Service Charter

**A Service Charter describes the experience you can expect from Campaspe Shire Council.**

It outlines council's service standards, commitment to customers and our expectations of our management and staff.

It covers key information about our service delivery, attitude and approach to meeting your needs and expectations.

We welcome your feedback so that we can continue to improve.



## Service standards

Our service targets are to:

- Acknowledge correspondence received by mail or email within ten full working days
- Respond to telephone messages within two full working days

## Helping us to help you

When contacting council it is helpful if you:

- Tell us who you are and if you represent a client or an organisation
- Have relevant information available, such as an invoice number, service request number, and name and address
- Treat council staff with respect, honesty and courtesy so we can deliver the best possible service for you.



## Our commitment to you

We acknowledge the importance of serving the community.

In meeting your needs, we are committed to increasing our efficiency and providing value for money to ratepayers.

We recognise that our customers may wish to communicate or undertake business with us using a variety of methods.

We will strive to deliver an increasing range of online services while continuing to provide quality front counter and telephone contact points that meet our customer's needs.



## When you contact council

We will:

- Greet you courteously and identify ourselves by name
- Try to resolve your enquiry or respond to your request at the first point of contact, and if appropriate, provide you with a service request number for your reference
- Provide you with the name of the department dealing with your enquiry, if further action is required
- Convey your details when transferring a call, so you don't need to repeat information
- Register your email, fax or letter on council's document management system.

## Our communication

We will:

- Treat all our customers with respect and listen to their concerns or enquiries
- Provide all letters, brochures, messages and other notices in plain English
- Provide information which is concise and accurate
- Provide access to interpreting and telephone typewriter services, if required.

## If you are not satisfied?

If you are not satisfied with any part of your dealings with council or its staff, council has a complaints procedure.

Complaints should be forwarded in writing (which can be in the form of an email), and identified as a complaint. You should include your full name, contact details, your concern, how you wish to have the matter addressed, and include relevant documents or further details.

Council will acknowledge your complaint within ten days and advise the process to be followed.

### Need more information?

Refer to our Customer Complaints Process

## If you are still not satisfied?

You can raise the matter with the Office of the Ombudsman, which is independent of the Council. The Ombudsman's office can be contacted on 1800 806 314, or at [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

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