

# Council's Customer Service Charter

## Information for customers

Wagga Wagga City Council is committed to being open, honest and fair in its dealings with all customers and strives to provide timely, efficient and consistent service to our community. We take our obligations to the community seriously and are committed to ensuring high standards of service are reached and maintained.

### OUR SERVICE STANDARDS

Council Staff will:

- Provide service at our main administration office from 8.30am to 5.00pm each business day (please note that our recreational and cultural facilities operate to different business hours, as published on Council's website)
- Be courteous, patient, and helpful at all times when communicating with all customers
- Deal with enquiries in a timely and efficient manner
- Refer reasonable requests for further information on a particular issue to the responsible officer
- Always be respectful, relevant and responsive

### IN PERSON

Council Staff will:

- We will attend the counter promptly and greet you with warmth, respect, courtesy and understanding
- Ensure enquiries are dealt with promptly and efficiently
- Provide clear, accurate and concise information to the best of their knowledge
- Provide follow-up information if the full answer is not available at the time of enquiry
- Refer enquiry to the relevant officer if required
- Always provide a customer reference number when a request is raised

### ON THE PHONE

Council Staff will:

- Answer calls within 4 rings
- Advise the caller of their name and department on answering
- Use a welcoming tone
- Deal with the call, redirect the call or take a clear message as appropriate
- Always return calls and ensure any follow-up activities are carried out
- Always provide a customer reference number when a request is raised

### IN WRITING, EMAIL OR SOCIAL MEDIA

Council Staff will:

- Acknowledge correspondence or provide an interim reply within 5 business days
- Record all written correspondence in relevant Council systems
- Respond to correspondence by telephone where appropriate and record details of conversations in relevant Council systems
- Keep the writer informed if a final response cannot be given in specified timeframe
- Ensure that all correspondence includes correct contact details for the officer dealing with the matter
- Use language that is clear and concise

### HELP US TO HELP YOU

We request that you:

- Treat staff with respect
- Provide accurate and complete details relating to your enquiry to enable us to help you
- Call to make an appointment if you have a complex enquiry
- Work with us to solve problems
- Give us feedback on things we do
- Respect community property

### PERSONAL INFORMATION

We will respect the confidentiality of information that you provide to us and will comply with the Information Protection Principles set out in the Privacy and Personal Information Protection Act, 1998, as modified by the Privacy Code of Practice for Local Government and the Health Records and Information Privacy Act 2002 (NSW).