

# Customer Service Charter 2015



At Swan Hill Rural City Council it is important for us to connect with our community. We do this by providing services and facilities, listening to your feedback, providing useful information, assisting with your enquiries and regularly reviewing our actions. This Customer Service Charter outlines our commitment to engage with you on a professional and consistent basis.

## Our Service Vision

To provide the best possible response for people who access Council services.

## The Charter

Councillors, Council Staff, volunteers and contractors will provide high quality customer service. We will be mindful of the impact our decisions have on individuals and communities. We will act with integrity, fairness, responsiveness and accountability at all times.

## Our Commitment

We intend to.....

- Make it easy and convenient for you to contact us and use our services.
- Treat you with courtesy, honesty, respect and understanding.
- Take whatever time is necessary to explain issues and outcomes.
- Actively listen and respond in a clear and simple manner.
- Provide correct information and resolve issues fairly and efficiently.
- Make decisions that are consistent, equitable and reflect relevant policies and legislation.
- Be accountable for our decisions and the reasoning behind them.
- Make sure you are informed of the result and/or status of your inquiry.
- Convey to you the name of the Council officer attending to your inquiry.
- Cater for your special needs to help you to access our services.

## Our Responsiveness

We intend to.....

### On the phone:-

- Answer your call promptly (preferably within 5 rings), identifying our service unit and ourselves.
- Answer your request at the time or refer you to the correct staff member.
- Accurately record messages when required.
- Provide an "out of hours" emergency call support service.

### When out of the office:-

- Nominate an alternative contact point or person to assist you.
- Advise when we expect to return to the work place.
- Respond to messages promptly once the staff member returns to their work location.

#### At the counter:-

- Keep our counter areas neat, clean, accessible and welcoming.
- Wear a name badge and assist you promptly and with courtesy.
- Help you complete relevant forms if required.

#### In the field:-

- Portray a positive public image.
- Respond to enquiries in an informative, effective and sensitive manner.
- Provide correct contact details for referred inquiries.

#### By written contract (letters, faxes and emails):-

- Respond to written contacts within 10 business days of receipt.

#### For social networks:-

- Embrace social networking as a way of communicating with you.

### Consultation

We intend to.....

- Be open, honest and welcome feedback.
- Provide ample opportunity for you to comment on important issues.
- Carefully consider any feedback prior to making decisions.
- Consult and respond in line with Statutory time frames, when applicable.

### Service Requests

We intend to.....

- Respond to Service Requests in accordance with Council's Asset Management Plans, available resources and established priorities.
- Keep you informed of the status of your request.

### When You Contact Us

We request that you .....

- Provide the information that is relevant to your enquiry.
- Treat our staff with courtesy and respect.
- Tell us if you have any special needs.

### Contact us

We welcome and encourage you to contact us by:-

<b>Personal Visit:</b>	Council Offices at either 45 Splatt Street, Swan Hill Vic 3585 or 88-72 Herbert Street, Robinvale Vic 3549
<b>Post:</b>	PO Box 488, Swan Hill Vic 3585
<b>Telephone:</b>	Swan Hill (03)5036 2333 Robinvale (03)5051 8000

<b>Email:</b>	<a href="mailto:council@swanhill.vic.gov.au">council@swanhill.vic.gov.au</a>
<b>Website:</b>	<a href="http://www.swanhill.vic.gov.au">www.swanhill.vic.gov.au</a>
<b>Facebook:</b>	<a href="https://www.facebook.com/SwanHillCouncil">www.facebook.com/SwanHillCouncil</a>
<b>Twitter:</b>	<a href="https://www.twitter.com/SwanHillCouncil">www.twitter.com/SwanHillCouncil</a>

A full list of Council contact points is available on our website.