

Wentworth Shire Council

Customer Service Charter (CP100a)

Customer Service Charter

WHEN YOU RING US, YOU CAN EXPECT THAT:

We will answer 90% of telephone calls within 15 seconds.

WHEN YOU WRITE TO US, YOU CAN EXPECT THAT:

We will reply to 90% of written correspondence within 10 working days, or let you know when you can expect a complete reply.

In our reply we will include the following:

- Name and number of the person dealing with the matter
- Reference numbers to identify the correspondence
- Subject heading

IF YOU SEND IN A COMPLAINT YOU CAN EXPECT THAT:

We will contact you within 7 working days and let you know when you can expect a complete reply.

We will investigate every complaint.

COMPLAINTS RESOLUTION PROCESS

Step 1: Give us details of your complaint

- A. What is the problem?
- B. How the problem came about.
- C. What you would like us to do to improve things or to put things rights.

This will be passed on to the relevant manager within the Council.

You can register a complaint over the telephone, by writing to us, or by email.

Step 2: If you are unhappy with the response from the Manager contact the General Manager on 5027 5002.

When dealing with your complaint we will not discriminate against anyone by age, gender, ethnic origin, disability, marital status, political or religious affiliation, class or sexual orientation.

We will not discriminate against anyone in the future because they have complained.

If we have made a mistake, we will apologise and put right what has gone wrong as quickly as possible.