

# Council's Customer Service Charter

## Information for Customers

**Wentworth Shire Council is committed to being honest, open and fair in its dealings with all customers and strives to provide timely, efficient and consistent service to our community.**

### OUR SERVICE STANDARDS

Council Staff will:

- Provide service at our main administration office 26-28 Adelaide Street Wentworth from 8.30am-5.00pm each business day and at the Midway Service Centre, 6 Midway Drive Buronga from 8.30am-12.00pm and 1.00pm-5.00pm each business day
- Be courteous, patient and helpful at all times when communicating with all customers
- Deal with enquiries in a timely and efficient manner
- Value customer's privacy by treating all personal information confidentially
- Do our very best to untangle red tape and streamline systems and processes
- Refer reasonable requests for further information on a particular issue to the responsible officer
- Provide accessible information for people with a disability or otherwise in need of assistance
- Always be respectful, relevant and responsive and act in a way that reflects and upholds our core values:

Honesty and Integrity

Accountability and Transparency

Respect

Quality

Commitment

## IN PERSON

Council Staff 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, or refer to relevant officer if required

## ON THE PHONE

Council Staff will:

- Answer calls within 5 rings
- 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

## IN WRITING OR EMAIL

Council Staff will:

- Acknowledge correspondence or provide an interim reply within 3 business days
- Record all written correspondence in relevant Council systems
- Respond to written correspondence in writing within 10 working days
- Keep the customer 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

## HELP US TO HELP YOU

We request that you:

- Treat staff with mutual 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 resolve problems
- Give us feedback, this provides us the opportunity to learn and improve our service delivery
- Respect the community we live in

## COMPLAINTS

What is a complaint?

A complaint is an expression of dissatisfaction made to or about Council, our services or our staff.

### What is not a complaint?

The following are not classified as complaints:

- A request for service
- A request for information or an explanation of a policy or procedure
- A disagreement with a policy of the Council
- The lodgement of an appeal in accordance with legislation

Please contact us so that we can resolve an issue and improve our service in the future. A complaint can be made by phone, in person, by email or in writing.

If you lodge a complaint we will try to resolve the complaint as quickly as possible and get back to you by your preferred method. If it will take time, we will keep you informed of the progress and let you know when you can expect a complete reply.

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

## PERSONAL INFORMATION PROTECTION

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)

## CONTACT DETAILS

**Website:** [www.wentworth.nsw.gov.au](http://www.wentworth.nsw.gov.au)

**Email:** [council@wentworth.nsw.gov.au](mailto:council@wentworth.nsw.gov.au)

**Telephone:** 03 5027 5027

**In Person:** 26 - 28 Adelaide Street Wentworth or 6 Midway Drive Buronga

**In Writing:** The General Manager PO Box 81 Wentworth NSW 2648

**External Authorities NSW Ombudsman**

**Telephone:** 02 9286 1000

**Toll Free:** 1800 451 524

**Website:** [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

**ICAC - Independent Commission Against Corruption**

**Telephone:** 02 8281 5999

**Toll Free:** 1800 463 909

**Website:** [www.icac.nsw.gov](http://www.icac.nsw.gov)