

Customer Service Charter

Shellharbour City Council strives to provide a positive experience to customers at every opportunity.

Our staff are committed to being open, honest, fair and accountable in all our dealings with Customers and strive to provide timely, efficient and consistent services.

The Customer Service Charter outlines standards we will use to deliver professional, reliable and consistent customer service that meets your expectations.

Customer service is everyone's responsibility, and we will hold each other accountable in our service commitment.

Our commitment to you

We will:

- act in a way that reflects and upholds our core values;
- listen and respect your issues and concerns;
- set clear expectations and deliver on those commitments;
- be professional, respectful and courteous;
- train our staff to deliver information and services; and
- recognise and respond to the diverse needs of our community and act with proper regard and sensitivity.



Customer Satisfaction

Suggestions / Feedback and Complaints

Feedback includes compliments, complaints, suggestions or any information about our program delivery, services or performance.

We want to hear from you on how we are doing. We welcome your suggestions and feedback to help us continually improve. You can do this online, by phone or letter.

Call us



When you contact us by phone, we will:

- answer calls promptly and try to resolve enquiries immediately; and
- when your enquiry needs specialist attention, we will endeavour to transfer your call to the right person.

We will commit to answer your telephone call to the Customer Contact Centre within 180 seconds 80% of the time, or return your call within 3 working days.

Visit us



If you call in to see us, we will:

- greet you with respect, courtesy and dignity;
- identify ourselves so that you know who you are talking to;
- where possible, put you in direct contact with the staff member best able to respond to your enquiry; and
- aim to answer your enquiry at first point of contact.

If we are unable to resolve your issue at the first point of contact, we will:

- forward your enquiry to the appropriate staff member who will contact you.

In some instances, it may be necessary to arrange an appointment at a future date.

Write to us



If you write to us, we will:

- respond, as required, and maintain accurate records of all correspondence.

We will commit to respond to your letter within 3 working days.

See us out and about



If you see us in our parks, beaches and sportsgrounds, we will:

- put your safety and that of our staff at the forefront of our interactions;
- endeavour to assist you with your enquiry promptly and efficiently; and
- help you with your enquiry or put you in touch with Customer Service to assist you further.

Social Media



Social media allows us to share accurate and timely information directly with our community. Council actively monitors social media channels, however, if you would like a formal response from Council, please consider using one of the above options. More information is available in Council's Social Media Policy.

Lodging a service request (Request or report it)



Customers can lodge a service request for the repair and maintenance or inspection of a range of Council services and assets. Providing accurate, detailed information when lodging a service request assists us to provide timely outcomes. Timeframes for completing service requests can vary depending on the type and nature of the request.

Council treats all requests seriously, however, those found to be malicious, frivolous or vexatious may not be actioned.

We will commit to provide an update (or notify of completion) on Customer Service Requests within 14 working days.

Personal information

Council is committed to protecting the privacy of its Customers, business contacts, Councillors, employees, contractors and volunteers. Council complies with the Privacy and Personal Information Protection Act 1998 and the Health Records and Information Privacy Act 2002.

Council's Privacy Management Plan also explains how your personal information will be treated and is available on our website.

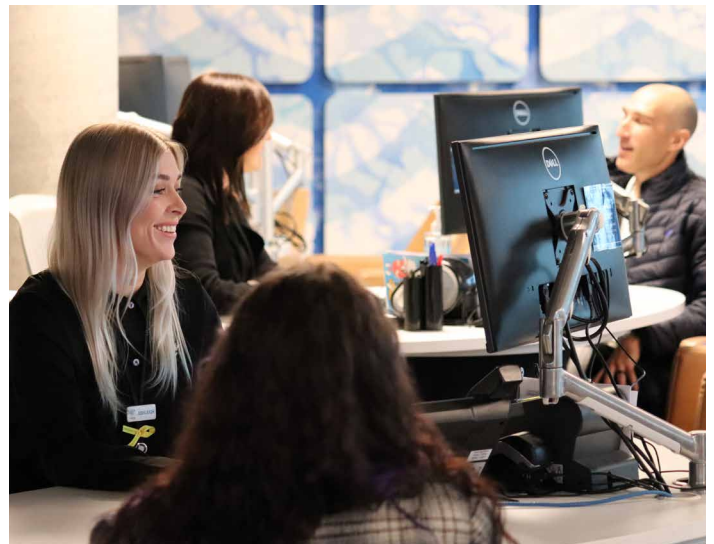


Help us to deliver better service

To assist us in delivering quality customer service we ask you to:

- treat staff with respect and behave in a courteous manner;
- provide complete and accurate information so we can respond promptly;
- provide your current contact details and advise us if they have changed;
- respect other customers and community property; and
- acknowledge Council is subject to strict governance and legislation that may result in decisions you do not agree with.

Council staff will terminate communication with customers who behave aggressively or use inappropriate language.



Interpreter Service

If you need an interpreter, please call the Translating and Interpreting Service (TIS National - link) on 131 450 and ask them to telephone Shellharbour City Council on (02) 4221 6111.

Contact us



Visit us:



Shellharbour Civic Centre
76 Cygnet Avenue, Shellharbour City Centre
8:30am to 4:30pm – Monday to Friday



Phone us:

4221 6111 – available 24 hours per day



Email us:

council@shellharbour.nsw.gov.au



Write to us:

The Chief Executive Officer, Shellharbour City Council
Locked Bag 155, Shellharbour City Centre NSW 2529



Website:

www.shellharbour.nsw.gov.au

