

# HELP US TO HELP YOU!

- Treat our staff with courtesy and respect
- Have all relevant information available – i.e. notices, accounts, letters, receipts etc
- Include your name, address and other relevant details on any correspondence
- Make sure your information is timely, sufficient and accurate
- Keep your details up to date and let us know when your circumstances change
- Provide us with open and honest feedback

## COUNCIL'S VALUES

Our decisions, services and allocation of resources will be guided by the following values:

- Good governance
- Fairness, equity & respect
- Communication & engagement
- Innovation & quality
- Sustainability
- Vibrant democracy

## CONTACT US

**WEB:**

[www.warrnambool.vic.gov.au](http://www.warrnambool.vic.gov.au)

**CALL:**

03 5559 4800

**DROP IN:**

25 Liebig Street, Warrnambool VIC 3280

**POST TO:**

PO Box 198  
WARRNAMBOOL VIC 3280

**FAX:**

03 5559 4900

**EMAIL:**

[wbool\\_city@warrnambool.vic.gov.au](mailto:wbool_city@warrnambool.vic.gov.au)

**LIVE CHAT:**

Visit our website and click on  
'Live Chat – Online'

Interpreter service available

**ABN** 44 594 264 321

# CUSTOMER CHARTER

MAKING A DIFFERENCE

# OUR COMMITMENT

At Warrnambool City Council, we pride ourselves on providing the best possible customer service to our community.

## EXCELLENCE

We will display professionalism, good conduct and respect in our interactions and decision making processes.

## INTEGRITY

We will demonstrate honesty and reliability of the highest standards in every customer contact.

## ACCOUNTABILITY

We will take ownership of our responsibilities and provide a consistent service.

## EQUALITY

We will provide accessibility and support for all customers.

## INITIATIVE

We will continue to review and improve our services to find new ways of assisting our customers.

# RESOLUTION CENTRE

We endeavour to resolve all complaints at point of contact. If this is not possible, you will be kept updated about how we are progressing with a resolution to your complaint.

More information regarding our complaints handling process can be gained from our website at [www.warrnambool.vic.gov.au](http://www.warrnambool.vic.gov.au)

# WHAT WILL HAPPEN WHEN YOU CONTACT US?

## WEBSITE

The Warrnambool City Website is a comprehensive source of information and may be able to assist with your query in the first instance. Our website can also assist you to submit a request online for our staff to action on your behalf.

## LIVE CHAT

You can contact us for an online chat via our website. Simply press the Live Chat – Online option found in the top right hand corner of our site.

## IN PERSON

You can visit us at the Civic Centre between 8.30am and 5.00pm each week day. We will aim to resolve your query immediately.

## IN WRITING

We will endeavour to respond to your written correspondence within 7 working days.

## TELEPHONE

Your call will be attended to by an experienced staff member. If we are unable to resolve your query in the first instance, we will ensure you are referred to the most appropriate member of staff.

## EMAIL US

If you choose to contact us via our general enquiry email, your query will be forwarded on to the most appropriate staff member. We will acknowledge receipt of your email within 7 working days.

# OUR VISION

Our vision is to be a thriving, culturally rich and inclusive leading regional city.