



WARRNAMBOOL
CITY COUNCIL

Warrnambool City Council
Customer Service Charter 2019-2022
Adopted June 4, 2019

Customer Charter 2019-2022

Vision

Warrnambool a cosmopolitan city by the sea

Objective

To practice good governance through openness and accountability

Purpose

At Warrnambool City Council we pride ourselves on providing the best customer service to our community. Customer service plays an essential role in meeting the needs of our community.

The Customer Service Charter sets out our commitment to you to provide high quality customer services that are accessible, responsive and inclusive; and provide the standards by which to measure our performance.

The Customer Charter has been reviewed in line with continual improvement in service provision.

Our commitment

We commit to:

- act impartially;
- act with integrity
- accept accountability for results

Service standards

Responsiveness

- We will attend to you, as our valued customer, in an efficient and timely manner.
- We will take responsibility for answering and resolving your enquiry at first point of contact, or directing you to a relevant officer.
- We will provide a variety of means by which you can contact Council in person, via phone or online.
- We will acknowledge your correspondence within 10 working days.
- As customers you will be provided with reference information to enable you to follow up on your enquiries.

- We will inform you of expected response times and processes for further contact, with all your enquiries and be realistic about what we can do.
- We will identify ourselves by name and unit responsible for action on your enquiry.

Conduct and knowledge

- We will treat you in a courteous and professional manner.
- We will act with integrity and respect.
- Our staff will actively participate and professionally represent Council.
- We will be attentive to your needs & expectations, and provide an explanation when your needs & expectations are not able to be met.
- You will be provided with accurate and consistent information in your liaison with Council.
- We will ensure that front line customer service employees are identifiable with a name badge for ease of communication and identification.
- We will ensure all relevant correspondence and responses are captured and recorded appropriately.

Equity and accessibility

- General information on council services will be available to you, with access to this information, 24 hours per day via telephone and/or internet.
- We will provide a variety of payment options to meet your needs.
- We will provide and maintain Council's website with up to date information
- Interpreters and other communication aids will be made available upon request.
- We understand many people in the community have special needs. We will support the use of the National Relay Service which aids in accessibility to Council services.
- We will maintain our social media platforms that encourage interaction and feedback, and provide timely responses as required.
- Information obtained from you will be treated in accordance with the provisions of the Privacy & Data Protection Act 2014.

Service quality and improvements

Warrnambool City Council will measure and improve the quality of our services by:

- Providing online and office based customer service feedback mechanisms for all stakeholder to provide feedback
- Actively seeking customer feedback via telephone, online surveys and in person.

- Actively seeking staff feedback to improve service delivery and support teamwork
- Keep up to date with emerging technology and trends to enhance our ability to engage with and connect to our community and customers.
- We will communicate with you in a clear and concise language.
- Provide annual training and coaching for all customer service staff.
- Ensuring Council maintains a defined system for managing complaints
- Evaluating our performance and identifying opportunities for improvement.
- Establishing Key Performance Measures, and publishing results annually.

Customer feedback

- We will treat all compliments, complaints or requests received by you in a professional manner.
- We will explain the resolution process and provide assistance and documentation as appropriate.
- We will share customer feedback regularly with staff, and develop and implement improvements.

You can help us by:

- Treating our staff with dignity and respect; aggressive or abusive behavior will not be tolerated.
- Providing as much information as possible including supporting documentation when making an enquiry.
- Ensuring that all required information is provided including contact details & signatures when submitting forms or applications.
- Where applicable, keeping your contact details up to date and letting us know when your circumstances change.
- Make sure your information is timely, sufficient and accurate. This will help us provide a better service to you.
- Providing us with open and honest feedback on our performance so that we can continue to improve our service to our community.

When you contact us

Website

The Warrnambool City Council website is a comprehensive source of information and will be able to assist with many of your queries in the first instance. This system allows you to submit a Customer Request online for our staff to action on your behalf.

Email

Your email enquiry will be forwarded to the most appropriate staff member. We will acknowledge receipt of your email within 1 working day and will endeavor to respond to your email within 7 working days.

If the email relates to a request for services, you will be provided with a reference number with which to track the progress of the request, and referred to the appropriate staff member.

If the email relates to a dispute or complaint the email will be referred to the relevant service and handled within our complaint handling procedure.

Telephone

Your call will be attended to by an experienced staff member. We will answer your call promptly and identify ourselves by name. If the person answering the phone is unable to help you, you will be referred to the most appropriate staff member or agency should the matter fall outside of Council's service areas.

Please note however, there are times when the person or department you need to speak to may not be available, in these cases your enquiry will be recorded for the appropriate officer to respond to.

When referring your call internally or externally, the staff member will explain the situation to the person receiving your call, so you do not have to repeat yourself.

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 the homepage.

In person

We will attend to you in a timely manner, and not leave you waiting unnecessarily. If we are unable to answer or resolve your matter in the first instance we will take the necessary steps to ensure a satisfactory response.

In writing

We will respond to your written correspondence within 10 working days. If the letter relates to a request for services, you will be provided with a reference number with which to track the progress of the request, and referred to the appropriate staff member.

After hours

Council provides a contracted after hours service for emergency Council services only. The nature of these calls will be assessed by this service to determine the best course of action. All messages to this service are recorded for Council review.

Contact us

Whether you have a compliment, complaint or a request we really would like to hear from you.

Opening hours

8.30am – 5pm Monday to Friday

Telephone

03) 55594800

1300 003 280 (local call)

In writing

PO Box 198 Warrnambool VIC 3280

TTY/voice calls

If you have a hearing or speech impairment you can call through the National Relay Service (NRS)

- TTY users can phone 133677 then ask for 03)55594800 or 1300 003 280
- Speak & Listen (speech to speech) users can phone 1300 555 727, then ask for 03) 55594800 or 1300 003 280
- Internet relay users can connect to NRS on www.relayservice.gov.au then ask for 03)55594800 or 1300 003 280

Translating and interpreting service

Visit

Civic Centre at 25 Liebig St Warrnambool

Email

contact@warrnambool.vic.gov.au

Website

www.warrnambool.vic.gov.au

You can submit a Customer request or talk to us via Live Chat on the website

You can access the Customer Feedback form on the Council's website at any time and return to Council at your convenience.

Your rights to resolution

We are a large and diverse organization and endeavour to resolve issues at first point of contact. This is not always possible. If you are not satisfied with the response or action you have received, you may feel the need to lodge a formal complaint.

For information on this process access the "Contact Us" page of Council's website and select the "Feedback and Complaints Resolution Centre".

Formal complaints can also be lodged at our Customer Service Centres.