

Council's Customer Service Charter

Information for customers



Our service standards

Council staff will:

- Provide service at our main administration office from 8.30am to 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
- Always be respectful and polite



In writing, email or social media

Council staff will:

- Acknowledge correspondence or provide an interim reply within 5 business days
- Record all written correspondence in relevant Council systems
- Use language that is clear and concise
- Keep you informed if a final response cannot be provided within the above timeframe



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 our knowledge
- Refer your enquiry to the relevant officer if required



Help us to help you

We request that you:

- Treat staff with 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 solve problems
- Give us feedback on things we do



On the phone

Council staff will:

- Answer calls promptly
- Advise the caller of their name and department on answering
- Use a welcoming tone
- Deal with the call, redirect the call or take a clear message as appropriate

Personal Information

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).