

Customer Service Charter

Our Commitment – Our Promise

Singleton Council is committed to being a leading customer focused organisation.

We promise to provide excellent customer service that is sensitive to your needs, is of real value and is of the highest possible standard. We will achieve this through dedication, innovation and continuous improvement.

We seek continual engagement and feedback from our community so that we can evolve our customer focus to suit changing needs.

Our Values

Our staff are guided by our corporate values. We apply these values to our decision making and most importantly they guide every interaction we have with you.

Integrity: We act with commitment, trust and accountability

Respect: We are open, honest, inclusive and supportive

Excellence: We strive to achieve the highest standards

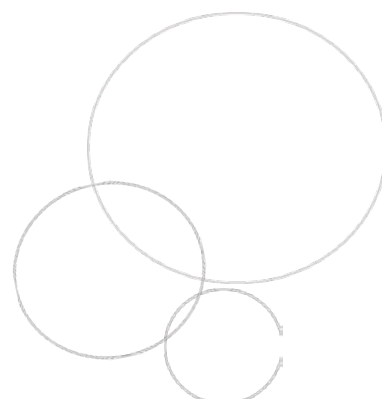
Innovation: We are creative, progressive and strategic

Enjoyment: We promote a harmonious, productive and positive workplace

Our Service Standards

When you contact us, you can expect to be treated with honesty, integrity, fairness and sensitivity. At all times we aim to:

- Deal with your enquiry in a polite and helpful manner, always acting professionally
- Listen to your views and ensure your opinion is respected
- Take ownership of your enquiry, follow up and keep you informed of progress through to completion
- Act on our commitments in a timely manner
- Be realistic about what we can do and in what timeframes
- Deal with complaints fairly, promptly and professionally
- Show respect for your privacy by treating all personal information confidentially
- Actively seek and use your feedback on our services to continuously improve our customer service.



When you telephone or web-chat us

- Our contact centre staff will answer your call promptly and try to resolve your enquiry immediately
- Your call will normally be answered within 45 seconds
- We will answer your call courteously and professionally, identifying ourselves by name and area of the business
- Where possible we will manage your enquiry immediately. If this is not possible we will either redirect your call or take a clear message
- When redirecting your call, we will ensure the staff member to whom the call is being redirected is available and that your details are announced before the call is transferred
- If you are making a request that requires action, we will give you a reference number to quote should you need to contact us again
- If you leave a message for a return phone call, and it's an urgent issue, then we will do so within 24 hours or the next business day
- Should you have an emergency or after hours issue, we will provide a 24 hour emergency contact service who have access to key staff able to respond to your issue

When you visit us

- We will attend the counter promptly and greet you with warmth, respect, courtesy and understanding
- Our appearance will be professional and we will identify ourselves so that you know to whom you are speaking
- We will listen to you and discuss your enquiry in detail
- We aim to resolve enquiries, service requests, payments and bookings immediately. If the enquiry is of a technical or specialised nature, the appropriate officer best able to respond to your enquiry will be called to assist
- We promptly advise staff when there is a member of the public in the reception area for an appointment

When you write to or email us

- We will acknowledge your enquiry within seven business days
- Your enquiry is recorded in our records management system
- We will respond to your enquiry with a substantive response within twenty-one business days
- All council correspondence will be as prompt as possible, courteous and written in easy to understand language
- An officer will be allocated to your enquiry and will be responsible for following it through to a satisfactory conclusion

How you can help

You can help us to meet our service expectations to you by:

- Being honest, courteous and interacting in a professional manner
- Respecting the rights of other customers and staff by being courteous
- Providing information that is as accurate as possible
- Working with us to help solve problems
- Telling us where we may have let you down on our services so that we may improve
- Understand that if a Council Officer feels they are being threatened or are the subject of unreasonable language or behaviour, they may terminate the communication immediately.

Customer Service Feedback

We value your feedback and welcome your suggestions, comments, compliments and complaints. Your feedback provides us with valuable information and helps us to review and improve our processes and procedures, allowing us to continually improve our service to you

To let us know how we can better serve your needs, you can contact us by:

- Telephone (02) 6578 7290
 - Email: council@singleton.nsw.gov.au
 - Mail, post to Singleton Council PO Box 314, SINGLETON, NSW, 2330
 - Visit the Administration Building at Cnr Queen Street & Civic Avenue Singleton 2330
- Office Hours: 8:00am – 4:30pm, Monday to Friday

We also want to be proactive about obtaining your feedback. From time to time, we may contact you to seek your feedback on your interactions with the Council.

Customer Complaint Process

We make every effort to be inclusive and accountable for our decisions and how they are made. We recognise there are instances when you may disagree or be unhappy with a decision that is made by the Council, and you may ask the Council to review its decision or the way a service has been provided by making a complaint.

How your complaint will be investigated?

Complaints may be lodged in person, by phone, letter or email. When we receive your complaint it will be acknowledged within 3 business days and you will be advised the name of the responsible officer. The responsible officer will respond to your complaint within 21 days. If it is not possible to respond within 21 days, then you will be advised an approximate date when a detailed response will be provided.

