



## **Appendix 4b**


### **16.3 Review of Council Policies**

*CP006: Customer Service Charter*

# **Ordinary Meeting of Council**

Wednesday 23 February 2022 at 7:00pm

Via Videoconference (Zoom)

|                          |                            |                                 |   |
|--------------------------|----------------------------|---------------------------------|---|
| Customer Service Charter | <b>Adopted By Council:</b> | 23/06/2010                      |  |
|                          | <b>Date/s Revised:</b>     | 26/04/2018,<br>23/2/22          |   |
|                          | <b>Next Review Date:</b>   | 02/2025                         |   |
|                          | <b>Document No:</b>        | CP006                           |   |
|                          | <b>Directorate:</b>        | Finance and Corporate Services  |   |
|                          | <b>Responsible Officer</b> | Business Operations Coordinator |   |
|                          |                            |                                 |   |

This Charter outlines the Borough of Queenscliffe’s commitment to providing high quality customer service. It describes our responsibilities and our commitment to act in our community’s best interest. We service a diverse and proactive community.

Our customers include residents, ratepayers, business operators, visitors, Council staff, contractors and elected members.

## Our Vision

The Borough is a special and restorative place, renowned for its distinctive coast, rich living heritage and vibrant culture. Our community is caring, and welcoming to visitors. We have deep respect for the Wadawurrung People and are taking action to protect Country.

## Our Values

**Integrity:** We take ownership for our decisions and are accountable for all that we do.

**Respect:** We treat everyone with dignity, fairness and empathy, look out for the safety and wellbeing of others, and nurture positive and inclusive relationships.

**Community Focus:** We always work with our community’s experience in mind and take pride in supporting our community.

**Sustainability:** We place climate change risks at the core of our decision-making, and take extensive action to protect our natural environment.

**Openness:** We actively engage with our community and are transparent in our decision-making.

## What can you expect from us?

Council will:

- Greet you in a friendly way and identify ourselves
- Answer and return telephone calls promptly
- Respect, listen and respond to your concerns within service standards
- Communicate clearly, accurately and in plain language
- Keep you informed of the progress of your enquiry
- Respect your privacy
- Be helpful and sensitive to your needs

- Support our community's cultural diversity
- Deal with complaints in an objective and professional manner
- Work with you to solve problems, and refer you to an appropriate organisation if we are unable to meet your request.

## How can you help us?

- Get in touch using one of our listed contact methods
- Provide us with accurate contact details, and inform us if any of these change
- Be courteous and respectful to our staff
- Respect the rights of other customers
- Provide accurate and complete information in your dealings with us
- Respect the community in which we live
- Work with us to solve problems.

## How to contact us:

**Email:** [info@queenscliffe.vic.gov.au](mailto:info@queenscliffe.vic.gov.au)

**Online:** [www.queenscliffe.vic.gov.au/contactus](http://www.queenscliffe.vic.gov.au/contactus)

**Telephone:** 03 5258 1377

**In person:** Visit the Customer Service desk at 50 Learmonth St, Queenscliff. We are open from 9.00am to 4.30pm, Monday to Friday (public holidays excluded).

### In writing:

Borough of Queenscliffe  
PO Box 93  
Queenscliff VIC 3225

## Service standards

**In person:** We will aim to resolve your in-person enquiries immediately. If this is not possible, we will contact you via your preferred contact method with a response to your query.

**Emailing us:** We will acknowledge receipt of your email. We aim to provide a response to emails received via [info@queenscliffe.vic.gov.au](mailto:info@queenscliffe.vic.gov.au) within 3 business days.

**Contacting us by telephone:** We will answer the phone in a timely matter and provide a voicemail service for you to leave a message if all our operators are busy. We will work to resolve any enquiries immediately. If this can't be achieved, we will keep you updated on the status of your enquiry.

**Using our website:** We will acknowledge that we have received your enquiry. We aim to provide a response to your enquiry within 3 business days.

**Writing to us:** We will acknowledge or resolve your inquiry within 10 working days. If it is going to take longer than 10 working days, we will contact you and provide you with a date that we expect your enquiry to be resolved.

If your enquiry requires input from a number of different departments within the organisation, a Customer Service Liaison will be assigned to the enquiry, so that the customer has one point of contact.

## **How will we measure our service?**

Council will:

- Report quarterly on our service levels
- Regularly survey our community.

## **Feedback**

- If you would like to provide feedback on the service you have received from Council you can contact us on any one of the methods listed above in the 'How to contact us' section.

## **Complaints**

- If you believe the service Council have provided to you has not met the terms of this Charter, you may lodge a complaint. Complaints can be submitted via our website, email post, in person or over the phone.
- We will treat complaints and concerns as a matter of priority.
- Information on Council's complaint handling policy is available on our website [www.queenscliffe.vic.gov.au](http://www.queenscliffe.vic.gov.au)

## **Continuous Improvement**

This policy will be reviewed on a continuous basis, but as a minimum every three years from the date of adoption.

## **Supporting Documents**

CP035 Complaints Handling

## **External Organisations**

### **Victorian Ombudsman**

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

1800 806 314

### **Local Government Inspectorate**

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

Complaints hotline 1800 469 359

General enquiries 03 7017 8212

END