


Customer Service Charter	Adopted By Council:	23/06/2010	
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	Document No:	CP006	
	Directorate:	Finance and Corporate Services <u>Customer Experience</u>	
	Responsible Officer	<u>Business Operations</u> <u>Coordinator</u> <u>Manager Customer</u> <u>Experience</u>	

~~This Charter~~ The Customer Service 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 municipal community's best interest. We service a diverse and proactive community.

Our customers are all people who engage with Council and its services ~~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 municipal 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 municipal 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 municipal 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
- Reserve the right to discontinue a conversation if it could be considered harassment (including sexual harassment), bullying or otherwise harmful.

## 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 municipal 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](http://www.queenscliffe.vic.gov.au) [Make a request](#) ~~/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 ~~theour~~ [Make a Request button on Council's 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 via post: We will acknowledge or resolve your inquiry within ~~10~~3 working days. If it is going to take longer than ~~10~~3 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~~monitors the Customer Service ratings in the annual Community Satisfaction Survey and the number and nature of complaints made regarding customer service.

- ~~• 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~~has 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 and in accordance with our Complaints Handling policy (CP035).
- 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~~four years from the date of adoption.

## Supporting Documents

CP035 Complaints Handling

## External Organisations

Victorian Ombudsman

The Victorian Ombudsman is responsible for handling complaints concerning the administrative actions of a council and decisions of council officers. The Ombudsman cannot investigate the actions of an individual councillor, except when investigating a public interest disclosure complaint under the *Public Interest Disclosure Act 2012*.

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

1800 806 314

### **Local Government Inspectorate**

The Local Government Inspectorate is responsible for investigating alleged breaches of the *Local Government Act 2020*, including failure by a councillor to declare a conflict of interest, disclosure of confidential information and misuse of position, and administering a Compliance Audit program at councils across Victoria.

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

~~Complaints hotline~~ 1800 469 359

~~General enquiries~~ 03 7017 8212

END