

| Required Service | Our Standard |
|---|--|
| Answer your telephone call | Within 5 rings |
| Staff will be friendly, helpful & courteous. | All of the time |
| Reply to general correspondence | Within 1 week |
| Respond to general requests | Within 1 week |
| Keeping you informed | In a timely manner via rates newsletter, media releases, community notice board & web site |
| If Council can't provide the service you require, we will endeavor to refer you to where service may be available | 100% of the time |
| Dogs: Respond to urgent dog requests | 7 days a week |
| Environmental Health: Respond to food complaints that pose an immediate health risk | Within 24 hours |
| Roads & Footpaths Inspect & assess urgent requests about damage | Within 2 working days |
| Waste: Missed Garbage collection | Within 2 working days |
| Any Council related safety matter that places the community at risk | Immediately |
| Drainage issues: Inspect & assess urgent requests | Within 2 working days |
| Dumped Rubbish: Inspect and collect | Within 5 working days |
| Noise: General - Respond and investigate Urgent - Respond and investigate | Within 5 working days Immediately |



Borough of Queenscliffe Queenscliff & Point Lonsdale Victoria



Contact Details

In Person

50 Learmonth St, Queenscliff, 3225
Council offices are open Monday to Friday
9.00am to 4.30pm

Enquiries: 9:00am – 4:30pm
Phone 03 52581377
Fax 03 52583315

Email info@queenscliffe.vic.gov.au

In Writing to:

PO Box 93
Queenscliff, 3225

Councillors

Contact details for the Mayor and
Councillors
are located on the Council's website.

External Organisations

The Ombudsman
www.ombudsman.vic.gov.au
Phone: (03) 9613 6222
Toll Free: 1800 806 314 (regional only)

Local Government Victoria
www.localgovernment.vic.gov.au
Telephone: (03) 9651 7026
Email:
local.government@dpcd.vic.gov.au

June 2011

Customer Service Charter

Our Customer Service Charter sets out in plain language:

- What services we provide
- What standard of service we will provide
- How those service levels will be measured
- What you can do if we don't meet those

Why a Customer Service charter?

The Queenscliffe Council Customer Service Charter sets out Council's service standards, and explains what you – as our customer – can do if we have not delivered a service to that standard.

The Queenscliffe Council Customer Service Charter has been developed to further build and enhance relationships and partnerships with our community and customers, and to enable a system for continuous improvement to our levels of customer service.

Who are our customers?

Our customers are any person or any organization that has any form of dealings with Council.

This includes residents, ratepayers, shopkeepers, business operators, visitors, Council staff, contractors and elected members.

What do we ask of you?

- To treat our staff with mutual respect.
- To respect the rights of other customers.
- To provide accurate and complete information in your dealings with us.
- To respect the community in which we live.
- To work with us to solve problems.

How will we measure our service?

- We will report quarterly on our service levels.
- We will regularly survey our community.
- We will invite written feedback at all Council customer service points.



What can you expect from Queenscliffe Council:

- **We will** have our customer service counters attended at all times.
- **We will** answer and return telephone calls promptly.
- **We will** greet you in a friendly way and identify ourselves.
- **We will** respect, listen and respond to your concerns within service standards.
- **We will** communicate clearly, accurately and in plain language.
- **We will** keep you informed of the progress of your enquiry.
- **We will** respect your privacy.
- **We will** be helpful and sensitive to your needs.
- **We will** support our community's cultural diversity
- **We will** work with you to solve problems, and refer you to an appropriate organisation if we are unable to meet your request.

Complaints

"Complaints" are different from "Requests For Service".

A "complaint" results if you are not satisfied with our service standards in any respect, or if we have made a mistake.

If this happens, please bring your complaint to us directly so that we can resolve the issue, and improve our service for the future. All complaints will be registered.

Our *Complaints Handling Procedure* guides how we deal with your complaint.

All staff are responsible for dealing with complaints relating to their area. You may contact the staff member who is dealing with your request and they will work with you so that the matter can be resolved.

A complaint can be made by phone, in person, in writing or by email. We will try to resolve the complaint as quickly as possible and get back to you by your preferred method of response.

Whilst most problems can usually be resolved quickly, there are times when detailed investigation is required.

If it will take time, we will keep you informed of the progress of your complaint.

If your complaint is a particularly serious or complex matter, please put it in writing and address it to the Chief Executive Officer who will personally arrange for the appropriate person to deal with it, and respond to you.

The Mayor and/or Councilors may also be contacted regarding your complaint.

If you are then still not satisfied with our resolution to your complaint, you can contact the Victorian Ombudsman or Local Government Victoria as appropriate.