

STRATHFIELD COUNCIL

# CUSTOMER SERVICE CHARTER

**June 2021**



## Customer Service Charter

Strathfield Council's Customer Service Charter is a statement that reflects our commitment to high standards of service and provides a clear framework for what you can expect from us.

### **We are committed to:**

- Providing prompt, friendly, courteous, professional and efficient customer service
- Meeting our service standards, continuously improving our services and utilising new technologies
- Actively seeking your feedback on our services to ensure they meet your needs

Council is committed to engaging with our local community through consultation and engagement and providing opportunities for you to have a say on decisions that affect you.

### **We invite you to:**

- Attend and speak at Council and Committee meetings
- Attend and speak to your Councillors at 'Meet your Councillor' sessions
- Attend your local community forum to meet and talk with Council staff and hear about our projects and programs
- Attend a public meeting or forum to discuss special issues

### **Our service standards**

- We strive to attend to all enquiries at our Customer Service Centre within a maximum of 3 minutes queuing time
- We offer customer phone support service 24 hours 7 days a week through Council's Call Centre and after hours service
- We strive to answer all contact centre calls immediately, or within 20 seconds of waiting.
- When you write to us we will aim to respond within 10 working days. If the issue is complex we will keep you informed of our progress
- We will include a contact name and number on all our correspondence to you.
- On our website we will use plain language, provide up-to-date and accurate information and endeavour to make information easy to find.

### **How you can help us**

- Being courteous and respectful to our staff
- Respect the rights of other customers
- Provide us with clear, complete and accurate information
- Work with us to resolve your enquiry
- Contact us if you wish to make an appointment to discuss a complex enquiry or

need to ensure availability of a specific service such as Justice of the Peace (JP).

- Tell us when you have received excellent customer service
- Tell us if we fall short in our service in any aspect so we know how to improve our services.

## What you can expect from us

We will:

- Act with honesty, integrity and fairness
- Treat you with respect
- Listen carefully to what you have to say to ensure we can determine the most appropriate way to address your request
- Provide you with clear, accurate and timely information
- Treat your personal information with confidentiality
- Welcome your feedback on our services
- Conduct regular customer satisfaction surveys
- Refer you, where appropriate, to alternative places where services may be available if Council is unable to provide the service you need

## Responding to Feedback and Complaints

Strathfield Council is focused on delivering high quality Customer Services to all clients. Your feedback is valuable as it helps us to improve the services we deliver to you and the community.

We appreciate that sometimes your overall experience with Council may not meet your expectations and encourage you to provide feedback to us. Council has adopted a Complaints Management Policy and a Complaints Handling Complaints which outlines the standards for the actioning of complaints quickly and effectively.

## Contacting Council

If you wish to raise an issue with Council, the options are:

**Online Requests:** Please complete Council's Customer Service Online Request Form to report a problem, request action or information from Strathfield Council. All requests are logged in our Customer Request tracking system and are forwarded to the appropriate Council officer for action. Please complete all required fields as this will allow us to track your request, our responses to you and any further correspondence.

**In person:** Visit us at the Customer Service Centre at 65 Homebush Road Strathfield between 8.30am and 4.30pm Monday to Friday.

**Write:** Address your enquiry to the General Manager who will direct it to the appropriate Council officer for action. The postal address is Strathfield Council, PO Box 120, Strathfield NSW 2135.

**Telephone:** Council is contactable on (02) 9748 9999 24 hours a day, seven days a week.

**Fax:** Council's fax number is (02) 9764 1034.

**Assistance:** An interpreter service is available to speak to the Strathfield Council in your own language through the Translators and Interpreter Service (TIS). Please call 13 14 50 and ask for your language. Then ask to speak with "Strathfield Council" on telephone (02) 9748 9999. Use of this service is the cost of a local call.