

Customer Service Standards - Continued

We strive to:



On Our Website

- Provide up to date and accurate information on our Council websites
- Ensure our websites are user friendly
- Offer options to submit your feedback or questions.



Customer Service Requests

- Acknowledge your correspondence within 2 working days
- Provide a response within 10 working days or provide regular updates if the request cannot be completed within 10 working days.



Social Media

- Provide up to date and accurate information on our social media platforms
- Promote an inclusive, positive and interactive environment for conversation and exchanges
- Respond to enquiries in a timely manner
- Conduct social media exchanges in line with Council's Social Media Policy.



Feedback

We welcome your feedback on how we are meeting our customer service commitment. To provide feedback please contact our Senior Customer Service Officer on 6740 2100 or email council@infogunnedah.com.au.

Further Information

Further information on Council's customer service process is available in the Customer Service Policy that can be obtained by requesting a copy from a Customer Service Representative or downloaded from Council's website infogunnedah.com.au.

GUNNEDAH SHIRE COUNCIL

Telephone: 02 6740 2100 | Fax: 02 6740 2119

Email: council@infogunnedah.com.au

Website: infogunnedah.com.au

In person

63 Elgin Street, Gunnedah
Monday to Friday 8:30am - 5:00pm

In writing

Gunnedah Shire Council
PO Box 63, Gunnedah NSW 2380
Email: council@infogunnedah.com.au



Gunnedah Shire Council



CUSTOMER SERVICE CHARTER

Mission: To promote, enhance and sustain the quality of life in Gunnedah Shire Council through balanced economic, environmental and social management in partnership with the people.



Gunnedah Shire Council strives to ensure that our customers receive timely, efficient, friendly and consistent customer service each and every time.

Our Customer Service Commitment

Gunnedah Shire Council is committed to providing high quality and high value services to its residents and ratepayers.

We will:

- Identify ourselves when talking to you
- Treat you courteously and with respect
- Offer you a polite and helpful service
- Listen to you carefully and take your views into account
- Provide you with the necessary and relevant information
- Treat you fairly and take into account your particular needs
- Use plain English avoiding jargon and abbreviations
- Act on our commitments in a timely manner
- Provide you with consistent service
- Value your privacy and treat all personal information confidentially.

We Value

- Equity
- Integrity
- Leadership
- Openness and accountability
- Customer satisfaction
- Efficient and Effective use of resources.

Customers Responsibilities

To make our job easier in providing our services we ask you to assist us by:

- Treating Council staff with respect
- Respect the privacy, safety and needs of members of the community
- Provide accurate and complete details
- Phone to make an appointment for a complex enquiry or need to see a specific officer
- Understand at times that you may need to be referred
- Phone the Officer nominated on correspondence and quote the reference number on the letter.

Customer Service Standards

We strive to:



In Person

- Greet you in a welcoming manner
- Wear an ID badge in a visible position
- Assist all customers in turn
- Be punctual to appointments.



By Telephone

- Answer your call within 6 rings
- Answer the phone clearly, stating our name and department
- Give you our name and greet you in a welcoming and courteous manner
- Voicemail messages will be responded to within 1 working day.



In Writing - Letter, Email, Fax

- Acknowledge your correspondence within 2 working days
- Provide a response within 10 working days or provide regular updates if the request cannot be completed within 10 working days
- Use clear and concise language.