



## **Warrumbungle Shire Council Customer Service Charter**

Warrumbungle Shire Council will ensure that our customers receive efficient, responsive and friendly service. This is our commitment to you with our Customer Service Charter.

**As a customer, it is your right to expect that Council will use its best endeavour to provide:**

- Friendly, courteous and respectful service
- Staff identification, either by personal introduction or name badge
- Prompt handling of all enquiries
- You will be listened to carefully and staff will identify your needs
- Council will respond to your needs by:
  - Acknowledgement of your enquiry by close of business the next day
  - Response by the relevant Manager or alternate staff member within three business days, except for emergencies, with advice regarding intended actions on your enquiry
  - Provide an update of the actions implemented by Council if requested by you
- Up-to-date and accurate information is provided through local papers, newsletters, social media and the [warrumbungle.nsw.gov.au](http://warrumbungle.nsw.gov.au) website
- Able to find information easily
- Respond to After-Hours emergencies on Council services

### **Customer requests procedure**

- Warrumbungle Shire Council has a Customer Request Management system which records all customer requests. To register a customer request please phone, email, write a letter or complete the online customer request form on the [warrumbungle.nsw.gov.au](http://warrumbungle.nsw.gov.au) website. You can also lodge a customer request by visiting the Coonabarabran or Coolah Administration offices.

### **How to make a complaint**

- Complaints in relation to Council may be made by letter, email, or complete the online customer complaint form by visiting the [warrumbungle.nsw.gov.au](http://warrumbungle.nsw.gov.au) website. You may also visit the Coonabarabran or Coolah office to lodge your complaint in person by completing a customer complaint form. Your complaint will then be directed to the appropriate Directorate of Council for investigation and response. You must provide your name, address and contact details when lodging a complaint.

## Response to a complaint

- You may expect a written or verbal response to your complaint within seven working days, however there are times when it is not possible to meet this deadline due to the complexity of the complaint. In these instances, Council will provide an update within ten working days.

## What if I am not happy with the resolution of the complaint?

- Experience has shown that the majority of complaints will be resolved satisfactorily. If you are not satisfied with Council's response, you may ask for a review of your complaint by the General Manager.

## Helping us to help you

You can help us to meet these commitments by

- Providing accurate and complete details when you contact us
- Treating our employees with courtesy and mutual respect
- Making an appointment if you have a complex enquiry or need to speak to a specific staff member over the phone or at a Council office.
- Contacting the staff member nominated on correspondence sent to you and quoting the document number on the letter
- Providing suggestions and ideas to Council
- Letting us know how you found our service.

## Contact Warrumbungle Shire:

**Coonabarabran**  
14-22 John Street  
Coonabarabran NSW 2357  
Tel: 6849 2000  
(for mobiles/outside Shire)

**Coolah**  
59 Binnia Street  
Coolah NSW 2843  
Tel: 6378 5000  
(for mobiles/outside Shire)

**Within Shire: 1300 795 099**  
**After Hours Emergencies Only: 6849 2000**