

# Warrumbungle Shire Council

## Customer Service Charter

Reviewed January 2021

## 1. Introduction

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

Our 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.

## 2. Who are our customers?

Customers are any person or organisation that has any form of dealings with Council. This includes residents, ratepayers, shopkeepers, business operators, Council staff, contractors and elected members.

## 3. General enquiries

Enquiries, including complaints, may be made by telephone, email, mail or by completing the online customer request form on Council's website [www.warrumbungle.nsw.gov.au](http://www.warrumbungle.nsw.gov.au).

Written correspondence, including complaints, will be acknowledged with a document identification number for reference within two (2) working days.

Customers leaving a telephone message will be supplied with a reference number at the time of their call upon request. An initial response to telephone messages will be made by the relevant Manager or alternate staff member within two (2) working days.

Enquiries made over the counter will be entered into Council's customer request management (CRM) system at the time of the enquiry and a reference number will be given.

A response to general correspondence will be made by the relevant Manager or alternate staff member within 10 working days with advice regarding intended actions on your enquiry.

Urgent or emergency requests will be dealt with as soon as possible.

## 4. What can you expect from Warrumbungle Shire 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

## 5. 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

## 6. Complaints

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. Our Complaint Handling Policy and procedures guide how we deal with your complaint.

### 6.1 How to make a complaint

A complaint can be made by phone, in person, in writing, by email, or by completing the online customer complaint form on Council's website at [www.warrumbungle.nsw.gov.au](http://www.warrumbungle.nsw.gov.au).

### 6.2 Response to a complaint

We will try to resolve the complaint as quickly as possible and get back to you by your preferred method of response. You may expect a written or verbal response to your complaint within ten (10) working days.

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.

### 6.3 What to do if you are not happy with the resolution of the complaint

If you are not satisfied with our resolution to your complaint, you can request a review of your complaint by the General Manager.

If you are still not satisfied with the response to your complaint, you may contact the NSW Ombudsman, the Office of Local Government, or Independent Commission Against Corruption (ICAC) as appropriate.

## 7. Contact details

Contacting Council	External Contacts
<b>Coolah Council Office</b> Monday to Friday, 8.30am – 4.30pm 59 Binnia Street, Coolah, 2843 02 6378 5000	<b>NSW Ombudsman</b> The Ombudsman <a href="http://www.ombo.nsw.gov.au">www.ombo.nsw.gov.au</a> 02 9286 1000
<b>Coonabarabran Council Office</b> Monday to Friday, 8.30am – 4.30pm 14-22 John Street, Coonabarabran, 2357 02 6849 2000	<b>Office of Local Government</b> <a href="http://www.olg.nsw.gov.au">www.olg.nsw.gov.au</a> 02 4428 4100
<b>After hours emergencies</b> 02 6849 2000	<b>ICAC</b> <a href="http://www.icac.nsw.gov.au">www.icac.nsw.gov.au</a> 02 8281 5999
<b>Email</b> <a href="mailto:info@warrumbungle.nsw.gov.au">info@warrumbungle.nsw.gov.au</a>	
<b>In writing</b> The General Manager PO Box 191 Coonabarabran NSW 2357	
<b>Councillors</b> Contact details supplied on Council's website <a href="http://www.warrumbungle.nsw.gov.au">www.warrumbungle.nsw.gov.au</a>	