

2 March 2021

Have Your Say on Council's Customer Service Charter

The draft Customer Service Charter is now on display and we want to know your thoughts on the service standards set out in the Charter.

“Council wants the community to talk about their expectations for customer service from Council”, said Warrumbungle Shire Council Mayor, Councillor Ambrose Doolan. “There is an opportunity now to have your say on Council’s service standards and what you can do if Council has not delivered a service to that standard.”

“The draft Charter sets out who customers are, how Council handles enquiries and correspondence, the timeframe that customers will hear back from a staff member about their enquiries, the rights and responsibilities of customers, and the options a customer has if they are not satisfied with Council’s service,” explained Cr Doolan.

“The draft Charter aims to ensure that customers receive efficient, responsive and friendly service,” concluded Cr Doolan.

Submissions on the draft Charter are open until Friday 26 March 2021. The draft Charter is available at Council’s offices at Coonabarabran and Coolah, libraries, or on the website at www.warrumbungle.nsw.gov.au/our-council/have-your-say. Submissions may be made on the website under Have Your Say, or in writing and addressed to the General Manager, PO Box 191, Coonabarabran, NSW, 2357.

For further information contact Council’s Manager Corporate Services on (02) 6849 2000.

MEDIA: Kim Parker | (02) 6849 2000