



BLAND SHIRE COUNCIL

CUSTOMER SERVICE CHARTER

We will continuously strive to meet or exceed our service standards and commitments

OUR COMMITMENT TO YOU

We Will

- Make impartial and ethical decisions
- Consult with the community and advise of major decisions that may affect them
- Endeavour to provide accurate, consistent advice in a polite & courteous manner
- Use information and Council resources responsibly and efficiently
- Act in accordance with the law, Council's Code of Conduct and the Code of Meeting Practice
- Respect your privacy and keep your information confidential unless disclosure is authorised by you or by the law
- Provide information for public inspection in customer service areas including Council policies and plans, community information brochures and newsletters, Council meeting agendas, information on the NSW Ombudsman and the Independent Commission Against Corruption (ICAC), development applications and other information on public exhibition

WRITTEN CORRESPONDENCE

We Will

- Acknowledge correspondence or provide an interim reply (with approximate date of completion) within 10 working days
- Ensure all correspondence includes the name and contact details of the officer dealing with the matter

TELEPHONE CALLS

We Will

- Respond to the majority of telephone enquiries within 30 seconds and attempt to resolve the enquiry during that call
- Upon request advise the caller of the full name of the officer answering, or the officer's supervisor
- Record all significant calls in the form of a written file note in Council's official recordkeeping systems

AVAILABILITY OF STAFF

We Will

- Attend to customer service help desks within 5 minutes
- Make sure staff are available for interviews either on request (making a mutually convenient appointment if the staff member is not available) or by prior arrangement during Council's hours of business

If you are satisfied:

If you are pleased with our level of service, then please take a moment to let us know. We value your feedback, either in person, by mail, telephone, fax or email, as it gives us the opportunity to recognise and reward excellent service by our staff

If you are not satisfied:

- The customer should raise the matter with Council's Director Corporate Services by telephone, mail, fax, email or in person with a Customer Service Officer. The Director will investigate the complaint, in accordance with Council's Complaint Handling Procedures Policy, and advise the complainant of the outcome in a reasonable time
- If the complaint is justified, Council staff will explain the problem and outline what is being done to resolve the matter
- If the complainant is dissatisfied, the complainant can seek a review by the General Manager.
- If the complainant remains dissatisfied, the complainant can approach the NSW Ombudsman, ICAC or the Department of Local Government