



# Hindmarsh Shire Council

## Customer Service Charter

### Our Commitment:

*Hindmarsh Shire Council is committed to delivering excellent service standards to you, our customers. Our customer service charter sets out our commitment to provide you the service you can expect.*

### We will:

- Treat you in a courteous, respectful and professional manner in all your contact with us
- Greet face-to-face customers promptly, with eye contact and a smile
- If discussing confidential information, offer a meeting room as a more private location
- Aim to answer the phone within 6 rings
- Transfer your call to the appropriate officer or take a message if the officer you require is unavailable, providing you with an estimated return time of the officer
- Respond to phone messages and emails within 2 business days
- Respond to mail within 5 business days
- Provide accurate and consistent information, delivered in a timely manner that is easy to understand
- Keep you informed of the progress of your enquiry or request
- Treat all complaints seriously, confidentially and professionally
- Refer all complaints to the appropriate manager for investigation and resolution
- Encourage customer feedback and use it as an opportunity to improve
- Be punctual to scheduled meetings, or advise of lateness or non-attendance as soon as possible
- Represent Council professionally
- Respect your privacy and meet our obligations with respect to your information
- If for any reason you feel that we have not adhered to our Charter, you can contact our Customer Service team on 03 5391 4444 so that your concerns can be dealt with.

### 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
- To submit ALL customer requests / feedback to Council via phone, email, website or via written correspondence
- To respect Council Officers private lives and allow Council Officers to enjoy community events or functions in a personal capacity.

Address: 92 Nelson Street Nhill VIC 3418

Contact number: 5391 4444

Email: [info@hindmarsh.vic.gov.au](mailto:info@hindmarsh.vic.gov.au)

Website: [www.hindmarsh.vic.gov.au](http://www.hindmarsh.vic.gov.au)

Adopted: 18 June 2021