

Customer Service Charter

Armidale Regional Council is committed to providing quality customer service to residents, businesses and visitors. Our Customer Service Charter identifies our commitment to excellence in customer service across all contact points within Council and helps to define how we will undertake activities involving customer relationships.

Our Commitment to Customer Service

In all our dealings we will....

- ✓ Take personal ownership for customer satisfaction;
- ✓ Treat customers courteously and act in a professional and helpful manner;
- ✓ Show respect and acceptance, with an open minded approach;
- ✓ Provide accurate, relevant and timely information;
- ✓ Aim to resolve 80 percent of enquiries through our Customer Service Team and where possible, resolve your enquiries at the first point of contact;
- ✓ Connect you with the appropriate organisation to assist you where we are unable to provide the service you need;
- ✓ Keep you informed as your matter progresses;
- ✓ Apologise and inform you if we get it wrong.

When you call us, we will...

- ✓ Answer calls as quickly and efficiently as possible;
- ✓ Deal with the call, redirect the call or take an accurate message as appropriate;
- ✓ Provide you with an opportunity to leave a

voice message when calls cannot be answered personally;

- ✓ Return your call as soon as possible within one (1) business day.

When you visit us, we will...

- ✓ Deal with all enquiries accurately and efficiently;
- ✓ Listen carefully to your needs by asking pertinent questions, taking notes and confirming details;
- ✓ Endeavour to satisfy your enquiry at the time of your visit. When enquiries of a technical or specialised nature are made, the appropriate officer will be called to assist if available. If not available, an appointment will be made for a mutually suitable time or contact will be made to discuss the matter over the phone.
- ✓ Ensure all customer service officers are professionally attired and identified by name badges and/or personal introduction.

When you write to us, we will...

- ✓ Acknowledge and respond to letters, emails and faxes within the nominated timeframes for the type of correspondence or within

ten (10) working days of receipt if no previously nominated timeframe;

- ✓ Contact you if there is a delay in meeting the nominated time frame;
- ✓ Deal with all correspondence as promptly as possible and write in clear, concise language that's easily understood.



Customer Service Requests

Customer Service Requests are requests for Council to take action on matters, such as tree clearance, road maintenance, barking dogs and town maintenance. These requests should be made to the Customer Service team, who will log your request and forward it to the appropriate staff member for action. The Customer Service team will require your contact details and accurate details of where the service is to be provided.

When handling requests for service by telephone, letter, email or personally we will...

- ✓ Where possible relay the allocated request number to you to enable you to follow up on your request if needed;
- ✓ Respond to the customer within ten (10) working days after investigative action has been completed, if the request indicates a response is required;
- ✓ Service requests relating to blocked/overflowing sewerage, broken water mains or savage dog attacks should be actioned immediately;
- ✓ Ensure all requests are processed in accordance within standard time frames and documented procedures.

Helping us to help you

To help us to meet these commitments, we ask our customers to...

- ✓ Be courteous, polite and respectful to our employees;
- ✓ Use appropriate channels for customer requests, complaints and compliments.
- ✓ Where possible keep online social media channels for general dialogue;
- ✓ Respect the privacy, safety and needs of other customers;
- ✓ Be open and honest with us and provide



- accurate and complete details when contacting us;
- ✓ Let us know when your situation changes, for example, when your address or personal details change or your pet registration details change;
- ✓ Telephone to make an appointment for a complex enquiry or if there is a need to see a specific officer;
- ✓ Telephone the officer nominated in any correspondence sent to you and quote the reference details noted on the letter;
- ✓ Work with us to solve problems;
- ✓ Not answer or conduct conversations on mobile phones whilst dealing with our employees;
- ✓ Provide us with feedback so we know how we are performing and where necessary, can continue to improve our service.
- ✓ Help us recognise our employees by telling us when you have received excellent customer service.

Treatment of your information

The way we treat your information is regulated under the State Records Act 1998, Privacy and Personal Information Protection Act (PPIPA) 1998 and the Government Information (Public Access) Act (GIPA) 2009.

Contact us

To help us serve you better, contact us via

Our Online Services at
www.armidaleregional.nsw.gov.au
Email: council@armidale.nsw.gov.au;
Telephone 1300 136 833
Mail, post to Armidale Regional Council, PO Box 75A,
ARMIDALE NSW 2350 or

Visit a Customer Service Centre at:

135 Rusden Street, Armidale NSW 2350
Hours 8:30am to 5pm
or
158 Bradley Street, Guyra NSW 2365
Hours 10am to 5pm

ARMIDALE
Regional Council

www.armidaleregional.nsw.gov.au