



## CUSTOMER CHARTER

### Nebo Shire Council Mission Statement

To enhance the diversity of Nebo Shire and serve the Nebo Shire Community through excellence in Local Government.

### Constant Improvement

At Nebo Shire Council we are constantly reviewing our policies and procedures to improve our service to you our customers whilst remaining open and accountable. Nebo Shire also classes its employees as customers of our organisation as well. This Customer Charter set out the standards you can expect when dealing with us.

### Prompt and Efficient Service

When you contact the Nebo Shire Council with a request or when making a complaint you can expect to:

- ✚ be treated with courtesy and respect
- ✚ be provided with a reference number for any further enquiry or follow-up
- ✚ receive an acknowledgement within fifteen working days
- ✚ be kept informed of the process and outcome
- ✚ have your personal details kept confidential
- ✚ have the matter investigated thoroughly and objectively.

### Access to Council Services

We are working on our website in an endeavour to provide you with an additional means of access to our services and information.

- ✚ when you ring we will endeavour to answer your call within four rings
- ✚ we will acknowledge your letters within five working days
- ✚ we will acknowledge your email requests within three working days
- ✚ we will acknowledge you at our front reception within three minutes
- ✚ all customer service requests will be responded to within 60 business days. Customer Service requests that are not dealt with within this period will be handled under Council's General Complaints Process.
- ✚ we will also inform you of the best ways to access services from your Council.

### When we make mistakes

We are only human and sometimes Council will make mistakes. We will willingly and reliably respond to complaints and errors by:

- ✚ listening carefully to your situation and clarifying your needs
- ✚ apologising where we have made a mistake or caused delays
- ✚ informing you of the options open to yourself and Council
- ✚ taking ownership of any Council errors
- ✚ acting to fix the problem rather than determining whom to blame
- ✚ rectifying problems and mistakes quickly where we are able
- ✚ follow up to ensure you know what we did.

### Have your say

As we strive to provide a better service, we encourage you to give feedback, through feedback forms at the shire offices; via our website; or write us a letter. Whether you have a request for action, a complaint or a compliment, we would like to hear from you.