



Customer Service Charter

OUR VISION

In Consultation with our community, Yarriambiack Shire Council aims to provide a viable, sustainable and vibrant future.

OUR MISSION

Through strong leadership, transparency and strategic planning, Councillors and Staff in partnership with our community will achieve our vision.

OUR COMMITMENT

Yarriambiack Shire Council is committed to providing the highest possible level of service to our community and our customers.

Council is committed to ensure we are honest, trustworthy, reliable, transparent and accountable in our dealings.

Contact Us

Business Hours | 8:30am to 5:00pm weekdays

In Person | 34 Lyle Street, Warracknabeal

In writing | info@yarriambiack.vic.gov.au

Or PO Box 243, Warracknabeal Vic 3393

Telephone | 03 5398 0100

Fax | 03 5398 2502

Online | www.yarriambiack.vic.gov.au

Our Community has the right to:-

Be represented by Councillors and by a Council that promotes the interests of the Yarriambiack Shire.

Take part in Council planning and Council decisions affecting the community.

Be listened to, consulted and engaged with in a way that strengthens local partnerships.

Be informed of the services available and have access to them.

Be treated with respect, fairness and courtesy.

OUR RESPONSE

Online

Our Website will provide comprehensive, accurate, relevant and timely online information and we will provide important, up-to-date information via our social media channels. We aim to reply to requests requiring a response within 2 business days.

Phone

We will answer the phone promptly, identify ourselves, and endeavour to deal with an enquiry directly without unnecessary referrals or transfers. If we need to refer you to the relevant person for your request, attempts will be made to transfer you immediately. If the relevant person is unavailable a request for a call back will be responded to within 2 business day.

In Person

We will treat our customers with courtesy and respect.

We will be friendly, helpful and assist you promptly and professionally. We will attempt to deal with an enquiry directly. In instances where we are not able to address your query, we will make attempts for you to speak with the relevant person. If that person is not available, we will request that they contact you directly within 2 business days.

Written / Email

We will respond to email requests within 2 business days and reply or acknowledge written requests within 5 business days.

COMPLAINTS

Council is committed to resolving complaints in a timely and professional manner. We recognise complaints are a part of our business in serving the community and improving service delivery.

If you are not satisfied with the standard of service provided, you should direct your initial enquiry to the Customer Service Team who will attempt to resolve your concerns as a matter of priority. Our Complaints Handling Policy can be found on our website.

PRIVACY

The responsible handling of personal information is a key aspect of good Governance, we are strongly committed to protecting an individual's right to privacy.

