

# CUSTOMER SERVICE CHARTER

"A connected rural community who values its land and community wellbeing."

## 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 acting with Integrity, having a Community Focus, being Accountable, Respecting all, and providing Excellent service.



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 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 days.

### 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 10 business days and reply or acknowledge written requests within 10 business days.



### 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.

### Service Requests/Complaints

We are 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 submitting a service request or complaint via phone or email, you will receive a call or email with the CRM number and the details of the responsible Manager via the contact details provided.

Once the CRM is actioned you will receive a progress update. Complaints must be actioned in accordance with our Complaints Handling Policy. The Policy is available on our website.

Service Requests will be actioned based on the risk associated with the request and available funding.

## CONTACT US

(03) 5398 0100 | Freecall 1800 065 647

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