

## CUSTOMER SERVICE CHARTER

### OUR MISSION TO BE EASY TO DO BUSINESS WITH

Passion | Respect | Innovation | Dedication | Excellence

# PRIDE

OUR VISION & VALUES ONE TEAM DELIVERING WITH



Find us on Facebook  
@goulburnmulwareecouncil  
or  
www.goulburn.nsw.gov.au



## SERVING THE COMMUNITY

Goulburn Mulwaree Council has developed a **Customer Service Charter** which articulates the organisation's commitment to delivering service excellence. Council is committed to providing a high standard of customer service that is timely, accurate and accountable, and responsive to customer needs.

## OUR PROCESS

- ✓ We will be fair in decision making, consistent with applicable legislation and Council policy
- ✓ We will make information and policies readily available
- ✓ We will assist you in understanding how our decisions were made
- ✓ We will establish reasonable timeframes according to individual circumstances
- ✓ We will enact a fair complaint resolution process
- ✓ We will seek and act upon customer feedback to improve
- ✓ We are available 24x7 for you to report any faults or service difficulties

## YOUR FEEDBACK

Council is committed to being a customer focused organisation. We welcome your feedback and the opportunity to improve our services.

If you can suggest ways in which we can serve you better, or if you wish to tell us that we have or have not met our service standards, please let us know.

For more information you can also review our Complaint Handling Policy:  
[www.goulburn.nsw.gov.au/Information/Complaint\\_Handling.aspx](http://www.goulburn.nsw.gov.au/Information/Complaint_Handling.aspx)

## OUR COMMITMENT TO YOU

All Council staff understand that helping our community means helping individuals. In every personal contact, we will strive to be courteous, fair and helpful. We will do this by:

- ✓ Greeting customers with a smile
- ✓ Being active listeners
- ✓ Being respectful
- ✓ Treating customers how we expect to be treated
- ✓ Being accountable and apologising for our mistakes
- ✓ Being helpful
- ✓ Being honest
- ✓ Providing concise, relevant and timely advice
- ✓ Defining and clarifying our customer needs
- ✓ Engaging residents when working nearby
- ✓ Being easy to do business with (within guidelines) and acting with integrity
- ✓ Never assuming customers understand local government processes
- ✓ Working together as one organisation and one team
- ✓ Leaving customers on a positive note
- ✓ Having a customer service focus – as it's all about the people we serve
- ✓ Delivering with PRIDE