

CUSTOMER SERVICE CHARTER

Our Customer Charter outlines our commitment to work in partnership with our community delivering programs and services that improve the quality of life of the people of Hilltops.

WE COMMIT TO

- Staffing our customer service area to ensure all enquiries can be dealt with in a reasonable time
- Answering telephone calls promptly and returning calls on the same day
- Greeting you in a friendly way and identify ourselves
- Providing responsive and reliable services that meet our service standards
- Respecting, listening and responding to your requests
- Only use your personal information for the purpose for which it was collected unless you give us permission otherwise
- Give you choices about how and when you contact us
- Working with you to solve problems and, referring you to an appropriate organisations if it is outside Council's area of responsibility
- Enable you to provide feedback easily and to register a complaint where you are not satisfied with our service

OUR SERVICE STANDARDS

We will

- Answer telephone calls promptly and if unable to answer, respond to any voice message by close of business on the following day
- Provide timely and accurate advice at the first point of contact or put you in contact with the most appropriate staff member
- Register all service requests in our Customer Request (CRM) system and provide an acknowledgement and reference number
- Acknowledge or respond to written correspondence within 7 working days
- Resolve CRM service requests within 7 working days, or where the issue is more complex, provide you with a response within 7 working days outlining the steps that will be taken.
- Provide a written resolution response for CRM requests
- Provide an afterhours telephone response service and update our social media accounts and website with critical information

WHAT WE ASK OF YOU

- Treat our staff with mutual respect
- Respect the rights of other customers
- Provide accurate and complete information in your dealings with us
- Work with us to solve problems

COMPLAINTS

Complaints are different to service requests. A complaint is generally an expression of dissatisfaction with Council's policies, quality of service or follow-up communication.

A complaint will be acknowledged within 7 working days and investigated by Council and a written response will be provided. Full details of the Complaints Management Policy can be found on Council's website. www.hilltops.nsw.gov.au

Complaints can be lodged via email, on-line, phone, post or in-person.