



Customer Service Charter

Our commitment to YOU

Randwick City Council will ensure that our customers and stakeholders receive efficient, responsive and friendly service.

We will set measurable standards and provide quality service.

This Charter will be reviewed and adapted to meet the changing needs of our customers.

Our Customer Focus Values

We demonstrate customer focus when we:

- are friendly and polite
- make our residents and community our prime focus
- respond to all enquires promptly
- work hard to make our relationship with the community, Councillors and our colleagues professional and productive
- consider how our actions impact on our community, our future and the Council.

Helping us to help you

You can help us to meet these commitments by:

- having a note pad and pen by the phone when you call the Council
- providing us with accurate and complete details when you contact us
- respecting the privacy and rights of other customers
- treating our employees with courtesy and respect
- phoning to make an appointment if you have a complex enquiry or need to see a specific officer
- phoning the officer nominated on correspondence sent to you and quoting the reference number on the letter
- letting us know how you found our service.

Service standards you can expect

On the telephone we will:

- answer calls within five (5) rings
- have a smile in our voice
- greet you politely
- listen carefully, establish your concerns and act on them accordingly
- respond to your messages within one working day
- keep you appropriately informed of the progress of an issue
- endeavour not to transfer your call more than once
- try to direct you to the correct service provider, where the service you are seeking is not provided by the Council.

Face to face we will:

- provide you with a prompt, courteous, friendly and professional service at all times
- treat you with respect
- value you as a customer
- listen carefully and identify your needs
- provide you with answers to enquiries or make arrangements for the enquiries to be addressed
- accept responsibility for the timely processing of your business.

When we respond to your letter, emails and faxes we will:

- write clearly in plain English
- fully explain decisions or the Council's position on issues raised
- provide you with a contact name and telephone number
- reply to you within 15 working days.

On our website we will:

- use plain English
- provide up-to-date and accurate information
- endeavour to make information easy to find.

Customer service requests

Requests for some specific services such as potholes, tree damage, illegal dumping, will be recorded in our computerised customer request system (CRM) and actioned within established standard times.

Customer satisfaction counts

As we strive to deliver even better service, we encourage you to give feedback. Whether you have a request for service, a complaint or a compliment, we would like to hear from you.

Please phone us on [1300 722 542](tel:1300722542) or visit our website www.randwick.nsw.gov.au