

Golden Plains Shire Council

Customer Service Commitment

This charter outlines our service commitment to you and how you can help us to provide high quality services.

CONTACTING COUNCIL

Our Customer Service Officers are your first point of contact. They can assist you with your enquiries and, if answers are not readily available, will follow up with the relevant department and officers. Our contact details are:

<i>Bannockburn Customer Service Centre</i>		<i>Linton Customer Service Centre</i>	
Operating hours:	Monday to Friday 8:30 am to 5:00 pm	Operating hours	Monday to Friday 8:30 am to 12:30 pm 1:00 pm to 5:00 pm
Telephone	(03) 5220 7111 or 1300 363 036 (toll free within the Shire)	Telephone	(03) 5344 6444

Our email address is enquiries@gplains.vic.gov.au.

HOW YOU CAN HELP US RESOLVE YOUR REQUESTS AND ISSUES

When you contact Council to request a service or resolve an issue, we will be able to respond more quickly if you provide as many details as possible. This might include:

- Date and time of the issue
- The location of the issue
- The service you are seeking
- Details of other members of the community what are affected by the issue
- Any action that has already been taken
- The name of the Council Officer who handled your previous enquiry, if you have had previous contact with Council about the issue

OUR COMMITMENT TO YOU

CARE AND RESPECT

We will:

- Handle your enquiries politely
- Consider your needs as an individual
- Treat you with respect, equity and fairness
- Listen carefully to what you have to say
- Ensure our information, resources and services are accessible to all

PRIDE

We will:

- Pay attention to detail
- Do that little bit extra
- Measure our efforts and outcomes

PROFESSIONALISM

We will:

- Reply promptly to your enquiries
- Provide accurate advice
- Respect confidentiality

Wherever possible we will take immediate action to resolve the problems and issues you raise. Should you ask us to contact you, we will return your telephone calls within three working days and reply to letters and emails within 14 working days.

ONE ORGANISATION

We will:

- Seek out and use knowledge from across Council to resolve issues
- Work together for the betterment of our community

CAN-DO ATTITUDE

We will:

- Be proactive
- Look for solutions and focus on outcomes
- Be open to new ways of doing things
- Answer or resolve your requests and issues
- Get on with the job and deliver

We are also committed to respecting and protecting your personal information and meeting legislative privacy requirements

COMMUNITY ENGAGEMENT

Council has adopted a Community Engagement Framework to inform Council's community engagement activities. The framework requires that staff consider developing a Community Engagement Plan for planning and delivery of projects which may affect the community.

The Framework aims to ensure decision-making is influenced and enhanced by input from the community. Time invested at the beginning of a project planning engagement will lead to better outcomes and more effective community engagement.

Communities will be provided with feedback about decisions made through a community engagement process.

COMPLAINT RESOLUTION

You are encouraged to provide Council with feedback on its services. The Complaints Handling Procedure (SOP3017) is available on Council's website http://www.goldenplains.vic.gov.au/webdata/resources/files/3017_Complaints_Handling.pdf or by contacting Council's Customer Service Officers on 5220 7111.

Home and Community Care Services have a separate complaint process. Please contact Council's Aged and Disability Services Team Leader on 5220 7160 for more information.

EVALUATING AND IMPROVING OUR PERFORMANCE

Golden Plains Shire Council uses customer satisfaction surveys and community engagement to collect feedback. Your feedback helps us to monitor and improve our services. Council's Annual Report includes information about our customer service performance.