



Sorell Council

Customer Service Charter

At Sorell Council, we are committed to working in partnership with our community to consistently deliver services with a focus on excellent customer service.

Our staff are committed to Integrity, Respect, Openness and Customer Focus and aim to reflect these values in their actions, whether dealing directly with our customers, or working together to deliver programs and services to our community.

Customers can expect us to:

- Greet you with a smile and introduce ourselves with our first name.
- Communicate clearly and listen carefully.
- Make things as simple as possible for you.
- Provide accurate, prompt, friendly, courteous and professional customer service.
- Give you choices about how and when you contact us.
- Actively seek your feedback on our service to ensure they meet your needs.
- Provide an after-hours service response for emergency incidents.
- Acknowledge all written correspondence and promptly provide a response within 10 working days. Where further investigation is required you will be notified of a timeframe.

Customers can help us by:

- Being complete and accurate in your dealings with us.
- Working with us to resolve issues.
- Showing respect and courtesy to other customers and Council staff.
- Making an appointment by phone if you have a complex issue
- Providing your name and contact details—if this information is not provided we will not be able to process your request.

Related Council documents:

- Code of Conduct
- Customer Service Strategy
- Complaint Resolution Policy
- Council Code of Tendering
- Councillor Code of Conduct

Endorsed by Council on 20 June 2017