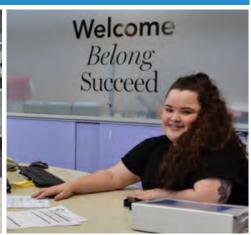


# **Customer Service Charter**







This charter sets out Cumberland City Council's commitment to providing excellent customer service, as we aim to deliver a welcoming, consistent and positive customer experience on every interaction.

# WHO ARE OUR CUSTOMERS?

You are. Any person or organisation that has any interaction with Cumberland City Council is a customer. This includes residents, ratepayers, business operators, Council staff, contractors and elected members.

## **OUR SERVICE COMMITMENT TO YOU...**

- Be friendly, efficient, and consistent on every interaction
- Handle your enquiry with confidentiality and respect
- Resolve your enquiry at first contact where we can, or explain how your matter will be progressed and who is responsible
- Provide information which is timely, accurate and reliable
- Provide you with a reference number and timeframe for your service requests
- Continually review and improve our services to you

## WHAT DO WE ASK FROM YOU?

- Provide information that is timely, accurate and complete to assist us in meeting our service levels and your expectations
- Be open and honest in your dealings with us
- Treat our staff with courtesy and respect
- Provide us with honest and constructive feedback to help us improve service delivery

### WHEN YOU VISIT US WE WILL...

- Greet you at the customer contact counter within 3 minutes
- Advise you if your appointment time is delayed and explain why
- Process your transactions efficiently with a smile

#### WHEN YOU PHONE US WE WILL...

- Strive to answer your call within 60 seconds
- Greet you courteously and introduce ourselves by name
- Strive to have your enquiry resolved by the first person you speak to, otherwise direct you to the relevant person or department without you repeating your request details
- Return phone calls and messages within 2 working days

# WHEN YOU WRITE TO US WE WILL...

- Respond to you within 10 working days
- For complex enquiries, requests will be acknowledged with the responsible officer noted, and regular updates will be provided along with a timeframe for completion
- Ensure we communicate with you using easy to understand language

## WITH WEBSITE AND SOCIAL MEDIA WE WILL...

- Ensure regular monitoring of social media and respond if action is necessary within 2 working days
- Continuously review our website to ensure it is easy to use, with clear navigation and content so that you can quickly find the exact information you need

# TELL US WHAT YOU THINK...

We welcome your comments, compliments and information on how we can serve you better. You can do this by contacting our Executive Manager Customer Experience & Technology on 8757 9000, or by emailing us at council@cumberland.nsw.gov.au.

Council is committed to proactive complaints management – please click <u>here</u> to access more information.

# CONTACT US:

Merrylands Service Centre 16 Memorial Avenue, Merrylands 8am to 4:30pm, Monday to Friday

T 02 8757 9000 F 02 9840 9734 E council@cumberland.nsw.gov.au W cumberland.nsw.gov.au Auburn Service Centre

1 Susan Street, Auburn 8am to 4:30pm, Monday to Friday

Berala Service Centre 98-104 Woodburn Road, Berala 9am to 4pm, Monday to Friday Greystanes Service Centre
732 Merrylands Road, Greystanes
9:30am to 4pm, Tuesday & Thursday

Wentworthville Service Centre Lane Street, Wentworthville 9:30am to 4pm, Monday, Wednesday & Friday