

# Customer Charter



(as at March 2013)

Excellent customer relationships are the result of working together as a team to deliver great outcomes.

This Customer Charter ensures you receive a high standard of service at all times.

It outlines:

- The type of service you can expect to receive from us.
- Engagement methods.
- How to contact us and give us feedback, particularly if things go wrong.

## Getting things right:

We value your feedback and aim to act on issues as they arise; this includes the things we do well and the things we can improve upon.

We want to know if you have a complaint about something, we can deal with it swiftly and efficiently and reduce the chance of it happening again.

## How to contact us:

Visit our Taillem Bend or Meningie Offices between 8.30am-5.00pm (noting that Meningie is closed for lunch 12.30pm-1.30pm).

Visit Tintinara office 11.00am-3.00pm - all Monday to Friday

Phone or email the Customer Service Centre on 1300 785 277 or [council@coorong.sa.gov.au](mailto:council@coorong.sa.gov.au)

All written correspondence to:  
PO Box 399  
Taillem Bend SA 5260



## Our Customer Service Commitment

Coorong District Council's purpose is to serve its community.

Our staff are committed to providing a quality, responsive, caring and professional service, delivered fairly to our varied customer base.

This Charter reflects suggestions and expectations revealed in customer satisfaction surveys undertaken in 2008 and reviewed in 2012.

### Our service goals are to:

- ✓ Base our service standards on a clear understanding of requirements.
- ✓ Meet our commitment to you by complying with our service standards.
- ✓ Accept responsibility for the timely processing of all business entrusted to us.
- ✓ Develop our staff to ensure better understanding of processes and procedures relevant to council's services.
- ✓ Record relevant information regarding emails, reports and correspondence in our corporate information system.

### On a personal level we will:

- ✓ Treat you equitably with respect and courtesy.
- ✓ Be approachable and listen carefully to your views.
- ✓ Show empathy when you ask for assistance and when attending to your requests.
- ✓ Develop trust through open, honest and clear communication.
- ✓ Apologise if we make a mistake and endeavor to correct it.

### We will engage our community by:

- ✓ Communicating relevant information regularly through various mediums such as our web site, other information technology avenues, local newspapers, media releases and Council's bi-monthly community newsletter and fortnightly electronic e-newsletter.
- ✓ Undertaking regular engagement with stakeholders to ensure transparent decision-making.
- ✓ Continuing to develop and analyse our customer request management system.

### We will respond to you in a timely manner by:

- ✓ Returning telephone calls within 2 working days.
- ✓ Endeavoring to acknowledge any written correspondence (including emails) that require a response within 2 working days.
- ✓ Replying in full to all written correspondence (including emails) that require a response within 10 working days.
- ✓ Replying to internal emails within 2 working days, except when an employee is on leave or has not been in the office.

### Help us to help you by:

- ✓ Giving us the information we need to help you.
- ✓ Treating all our employees and volunteers with courtesy and respect.
- ✓ Providing your views and suggestions so that we can improve.

You can find out more about our services and policies by visiting any of our Council offices, or browsing our web site [www.coorong.sa.gov.au](http://www.coorong.sa.gov.au)