

# PURPOSE






The purpose of the Customer Service Charter is to outline Berrigan Shire Council's "Can Do" approach to customer service as a whole organisation and establish a standardised method to managing contact with our customers.

# SERVICE STANDARDS

Required Service	Our Aim
Answer your call	Within 30 seconds
Return after hours phone message	Within 1 working day
Response to a request for service	Initial response with works request number within 2 working days
General building enquiry	Response within 5 working days
Collection of contained animal	Same working day



# CONTACT US

-  03 5888 5100
-  [mail@berriganshire.nsw.gov.au](mailto:mail@berriganshire.nsw.gov.au)
-  Berrigan Shire Council
-  [www.berriganshire.nsw.gov.au](http://www.berriganshire.nsw.gov.au)
-  56 Chanter Street Berrigan NSW 2712



# CUSTOMER SERVICE CHARTER





## REQUESTS AND COMPLAINTS

“Complaints” are different from “Requests”  
“Requests” for service are a request for Council to undertake action or maintenance on a matter such as grading of a road, or roadside slashing. These requests are to be made to the Customer Service Team via contact channels listed to the back of the pamphlet. The Customer Service team will log the request into the Council's Asset Maintenance System where the appropriate staff member will be assigned for actioning. Unfortunately there may be times where we fail to meet your expectations — resulting in a “complaint”.

You can report your complaint via phone, email or in person. You may also wish to:

- Ask to speak to a supervisor or manager
- Ask to speak to a Director (who reports directly to the CEO)
- Ask the Customer Service team to escalate your request

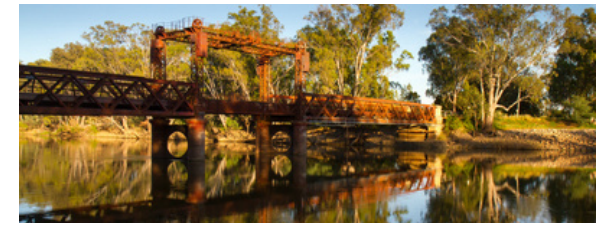
All people have the right to raise concerns and make legitimate complaints and expect that the issues raised will be handled in a fair, confidential and responsive manner. Clearly explaining the issue and what you think should be done to fix it will assist us.

If you remain dissatisfied with Berrigan Shire Council's response, a review body such as the NSW Ombudsman may be able to help.

Visit: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

Call: 1800 451 524

*"Building a better  
Berrigan Shire"*



## WE ARE COMMITTED TO:

- Making contact with us as easy and convenient as possible
- Treating customers with respect, courtesy, patience, sensitivity and attentiveness.
- Handle customer requests and enquiries with discretion and maintain privacy.
- Respond to customer enquiries promptly and efficiently
- Provide clear, concise and accurate advice and information.



## OUR EXPECTATIONS IN RETURN:

- Treat staff and councillors with respect, courtesy and patience
- Clearly articulate enquiries, problems and complaints
- Provide sufficient information to enable a response
- Recognise that council does not have unlimited resources and will set priorities based on formal protocols.