

## PARTNERSHIP

Partnership means teamwork – knowing one another, believing in one another and working together to attain high standards.

## RESPECT & TRUST

Respect and trust means informing our community and including them in decisions and changes. It is greeting customers with a smile and helping them with their concerns and problems.

## CONSISTENCY

Consistency means planning for and delivering consistent results no matter what challenges come up. Consistency means that teams share an understanding of agreed service levels, policies, procedures and benchmarks for quality.

## RESPONSIVENESS

Responsiveness starts with listening to what our community needs and wants. Responsiveness means acting quickly and efficiently on our commitments, taking pride in our work, and following up to ensure the job is complete.

## LEADERSHIP

Good leadership is everyone's business. It is grounded in honesty, transparency and two-way communication. Leadership means respecting organisational clear expectations. It's about understanding the needs of others and being able to work with difference.

## UNITY OF PURPOSE

Unity of purpose is about working together as one, supporting each other to deliver value to our community. It means leading by example, both within and outside of work. It is having the right people in the right positions and having and having trust in our process.

## CONNECT WITH US

# WEST COAST COUNCIL

11 Sticht Street, Queenstown TAS 7467

PO Box 63, Queenstown TAS 7467

Telephone: (03) 6471 4700

Email: [wcc@westcoast.tas.gov.au](mailto:wcc@westcoast.tas.gov.au)

Web: [www.westcoast.tas.gov.au](http://www.westcoast.tas.gov.au)



Customer Service Charter Policy can be viewed by scanning the QR code

## CUSTOMER SERVICE CHARTER

## OUR PROMISE TO YOU

### OUR VISION

*We are a proud community. One that is connected, enjoys our lifestyle surrounded by our unique natural heritage and works together for the benefit of the residents, business owners and visitors to our stunning Region.*

### OUR MISSION

*We will work together in partnership to provide and continually improve the facilities, services and infrastructure that will serve the needs of our communities.*

### OUR VALUES

*Our vision is supported by a number of values that underpin the way we work together to achieve the West Coast Community Plan 2025.*



## WHAT IS THE CUSTOMER SERVICE CHARTER?

This Customer Service Charter is made in accordance with the requirements of the *Local Government Act 1993* and outlines our commitment to customers in conformity with our mission statement and provides a formalised process for making complaints. It summarises customers rights, the high standard customers can expect when dealing with Council and how a customer can proceed if dissatisfied with Council decisions or actions.

## WHY WE HAVE A CHARTER?

To clarify our customer service standards for members of the public.

## WHO ARE OUR CUSTOMERS?

A customer is any person or organisation who has dealings with or is using the services of Council.

## WHAT YOU CAN EXPECT FROM COUNCIL?

- Professional, courteous and confidential conduct.
- To greet you in a courteous and friendly manner.
- To communicate clearly and work with you to solve your request.
- That council will formally acknowledge receipt (within 2 working days) of a customer request, with further information to be provided to the customer as the request is progressed and actioned.
- A response or appointment to discuss, in writing within 15 working days of receipt.

## EXPECTATIONS OF OUR CUSTOMERS

- To treat staff with respect and in a civil and courteous manner.
- Respect the privacy, safety and needs of other members of the community.
- To provide information that is clear and concise.
- Put matters in writing or to make an appointment where required.

## HOW TO CONTACT COUNCIL

- Visit Council's Offices during the hours of 8:30am to 5:00pm Monday to Friday.
- By mail to PO Box 63, Queenstown TAS 7467.
- Emailed to [wcc@westcoast.tas.gov.au](mailto:wcc@westcoast.tas.gov.au).
- By phoning (03) 6471 4700, phone ins may still be required to book a meeting time or provide information in writing.
- More complex works requests may be required in writing, a works request form is available from the Council office, agencies and electronically.

Please note: Council's Social Media channels are currently not regularly monitored.

## ABUSIVE CUSTOMERS

Personal abuse, vulgar language, unacceptable or aggressive behaviour by phone, email or in person will be terminated immediately.

If Staff members feel threatened by the language or behaviour of a customer they will be asked to leave, failure to do so will result in the Police being contacted.

Threats made against Council or any of its Staff members will be forwarded to the Police.

If Council decide to limit or cease responses to any such person behaving in this manner, the decision will be communicated in writing.



Customer Service Charter Policy can be viewed on the website.

## WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction with a decision outside of a structured process, level or quality of service, behaviour of an employee or agent, which can be investigated and acted upon and has been specifically referred to Council for action.

## WHAT IS NOT A COMPLAINT?

- A request for service (unless no response to a first request) including damaged or faulty infrastructure, reports about neighbours, noise, dogs, nuisances, unauthorised building work or similar issues that fall into the regulatory aspect of our service.
- A request for information, explanation or disagreement of a policy or procedure of Council.
- An appeal or request for internal or external review of a decision for which a structured process applies, other than the complaint process.
- An expression concerning the general direction and performance or behaviour of Council or its Councillors.

## HOW TO SUBMIT A COMPLAINT

Complaints must be addressed to the General Manager and submitted in writing to:

- PO Box 63, Queenstown TAS 7467
- Emailed to [wcc@westcoast.tas.gov.au](mailto:wcc@westcoast.tas.gov.au)
- Delivered to the Council office at 11 Sticht Street, Queenstown

Supporting documentation must also be included.

## NOT SATISFIED

If you are dissatisfied with the outcome of the internal review of Council, you have the right of review by the Tasmanian Ombudsman. Complaints can also be directed to the Office of Local Government.

### The Ombudsman

GPO Box 960 Hobart TAS 7001

1800 001 170.

[ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)

or

### Office of Local Government

03 6232 7022

[localgovernment@dpac.tas.gov.au](mailto:localgovernment@dpac.tas.gov.au)