

# Customer Service Charter

## Introduction

Cootamundra-Gundagai Regional Council is committed to providing high level customer service to meet the needs of its growing and changing community. As a result, Council's Customer Service Charter has been developed to set out its service standards and to enhance relationships and partnerships with the community and customers. It also provides Council employees with clear standards to strive for in the provision of exceptional service, and determines the standards against which Council's performance will be judged.

## Service Standards you can expect from our employees

You will be greeted in a friendly and professional manner.

Council staff will communicate in a clear and concise manner at all times.

You will be treated with respect and courtesy.

Council staff will listen carefully and identify your needs.

Council staff will ensure you receive an excellent standard of service each and every time.

Council staff will respect your right to privacy and confidentiality.

Council staff will respond to your requests within our service standards.

Council staff will adhere to Council's Code of Conduct at all times.

Council staff will deliver solutions which are tailored, transparent and fair.

## Expected Response Times to Customer

- Written Correspondence: response within 10 business days
- Urgent Service Requests: Actioned within 24–48 hours (e.g. road hazard, animal attack)

## Helping Council help you

You can help Council meet its commitments by:

- Providing accurate and complete information
- Treating staff with mutual respect
- Respecting the rights of other customers
- Working with staff to solve the problem

## Measuring and improving the quality of Council service

Council will measure and improve the quality of its service provision by:

- Conducting an annual 'Customer Satisfaction' Survey

- Obtaining feedback from the community using feedback forms and customer surveys
- Implementing quality training to all staff
- Using corporate reporting to measure performance
- Recognising staff for delivering exceptional customer service

## Customer Service Requests

Requests for specific services will be recorded in Councils Record Management System to ensure the correct staff or department is promptly notified and can act within the Customer Service Charter established standard time frames.

## Customer Service Feedback

As Council strives to deliver exceptional customer service, you are encouraged to provide feedback. Your feedback provides valuable information to allow for continued customer service improvement.

## Contact us

If you would like to suggest ways in which Council can improve its service, you may contact Council by:

- **Visit in person:** Cootamundra Office - 81 Wallendoon Street, Cootamundra  
Gundagai Office – 255 Sheridan Street, Gundagai  
Office Hours – Monday to Friday 9am to 5pm
- **Phone:** 1300 459 689 - 24 hours a day, 7 days a week
- **E-mail:** [mail@cgrc.nsw.gov.au](mailto:mail@cgrc.nsw.gov.au)
- **Mail:** PO Box 420  
Cootamundra  
NSW 2590
- **Website:** [www.cgrc.nsw.gov.au](http://www.cgrc.nsw.gov.au)