

# NORTHERN BEACHES COUNCIL CUSTOMER SERVICE CHARTER

INTEGRITY | SERVICE | LEADERSHIP | TRUST | TEAMWORK | RESPECT

This charter sets out our standards of customer service as we aim to deliver a wide range of accessible, high quality services to meet your needs. We are committed to continually improving our service by measuring our performance. Please treat our staff with the same respect and professionalism that we offer to you.

## OUR SERVICE COMMITMENT:

- fair, friendly, polite and respectful service delivery
- resolve your enquiry at first contact or let you know the course of action to be taken
- listen to your comments, suggestions and complaints
- respect confidentiality

## WHEN YOU VISIT:

- attend to you within five minutes of your arrival at the Customer Service Counter
- show you amenities if meeting with one of our staff
- explain if your appointment time is delayed

## WHEN YOU TELEPHONE:

- answer your call to the Customer Service Centre within 30 seconds
- give you our name and welcome you in a polite and courteous manner
- take a message if the person you need to speak to is unavailable
- return phone calls within two working days

## WHEN YOU WRITE TO US:

- for general requests and enquiries, your correspondence will be responded to within five working days
- for complex matters, it will take time to investigate and get the right response to you. In these cases, we will acknowledge your correspondence and keep you informed and updated with progress and expected completion timeframe every 28 days

## WHEN YOU USE SOCIAL MEDIA:

- monitor social media and respond if action is required within 24 hours

## WHEN YOU USE THE WEBSITE FOR ONLINE REQUESTS:

- provide you with an online reference number/ acknowledgement
- refer your request to the relevant area within 24 hours

FOR URGENT MATTERS CALL OUR 24/7 CUSTOMER SERVICE LINE 1300 434 434

## FEEDBACK

We welcome your feedback to help us improve our service to the community.

## OUR SERVICE CENTRES

Manly: 1 Belgrave Street, Manly  
Dee Why: 725 Pittwater Road, Dee Why  
Mona Vale: 1 Park Street, Mona Vale  
Avalon: 59A Old Barrenjoey Road, Avalon Beach