

Customer Service Charter

This customer service charter sets out what our customers (our residents, ratepayers, businesses, workers and visitors) can expect when they contact Council and our commitment to you.

Our commitment to you

Willoughby City Council employees will:

- Greet you politely and respectfully
- Listen carefully, identify your requirements, and act on them accordingly
- Keep you appropriately informed of the progress of an issue
- Be responsible, respectful, ethical and accountable
- Provide you with accurate, clear and consistent information

Help us help you

You can help us meet our commitment to you by:

- Providing us with clear, complete and accurate information
- Respecting the privacy and rights of other customers
- Phoning to make an appointment if you have a complex enquiry or have a need to see a specific Officer
- Phoning the Officer nominated on correspondence sent to you and quoting the reference number on the letter
- Treating our employees with courtesy and respect
- Providing [feedback](#) on how you found our service and facilities

Our service standards

Willoughby City Council aims to serve its community by providing quality customer service in a timely manner. In all matters, Council will observe your privacy. Willoughby City Council's privacy practices are regulated by the New South Wales *Privacy and Personal Information Protection Act 1998* and are outlined in its [Privacy Management Plan](#).

We will always seek to:

- Make our services accessible to all our customers
- Engage and consult with our customers on issues that affect them
- Contact you, if for some reason we are unable to attend to your request within a reasonable time frame

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Communication

We strive to communicate openly, clearly and simply to provide accurate information to you. Council aims to provide opportunities for our community to contribute their views and opinions, which can then be reflected in Council's decision making.

When you telephone Council we will:

- Answer calls promptly
- Identify ourselves on answering your calls
- Listen carefully and assist you or direct your call to the appropriate area
- Give you the option of leaving a voicemail message if the Officer you requested is unavailable
- Always return calls and ensure any follow-up activities are carried out promptly

When you write to or email Council we will:

- Acknowledge emails sent to email@willoughby.nsw.gov.au immediately (emails sent to other Council email addresses are to be acknowledged within two business days)
- For emails, provide a final response within ten business days
- For letters and faxes, provide a final response within ten business days
- Keep you informed if a final response cannot be provided within the timeline above

When you visit Council's offices, we will:

- Present a professional image in all customer contact
- Assist you as soon as possible – our goal is that you will wait no more than five minutes
- Aim to have your enquiry addressed by the first person you speak to
- Communicate information clearly and accurately and where required, use the Translator Information Service or Council's language aides

Suggestions/Feedback and Complaints

We want to hear from you on how we are doing. We welcome your suggestions and feedback to help us continually improve on. You can do this online, by phone or letter.

All complaints, including complaints of a more serious nature will be processed according to the [Complaint Management Policy](#) which can be found on [Council's website](#).

Please note that complaints and requests received anonymously will not be investigated, otherwise all complaints, including complaints of a more serious nature will be processed according to the Complaints Handling Policy which can be found on Council's website.

How to contact us

Online: www.willoughby.nsw.gov.au

Email: email@willoughby.nsw.gov.au

Phone: (02) 9777 1000

Letter: PO Box 57, Chatswood NSW 2057