



CUSTOMER SERVICE CHARTER

OUR VISION

Buloke. Shaping our future together.

OUR VALUES

Council addresses its key values through:






- Good Communication
- Transparency in decision making
- Accountability by actions
- Working collaboratively with partners
- Taking responsibility
- Being responsive and timely

HELP US TO HELP YOU

Excellent Customer Service outcomes are built on two way relationships. Council staff are members of your community and whilst we endeavour to satisfy each customer inquiry, we also ask customers to consider the following when contacting Council:

- Treat Council staff with respect, honesty and courtesy
- Provide accurate and (where possible) complete information
- Respect the rights of other customers
- Inform Council of any change to your details

CONTACT STANDARDS

-  **In Writing or by Email to Council** – From receipt of your correspondence, we will respond within 5 business days with an answer or indicate which department is managing your inquiry.
-  **Using Council's website** – The Buloke Shire Council website provides comprehensive, accurate and timely online information for residents, businesses and visitors. You can leave feedback on the website to detail your experience.
-  **In Person** – Council aims to resolve face to face inquiries immediately. Sometimes this is not possible, we may phone or write to you with a response.
-  **By Telephone** – Calls to Council will be answered in a timely manner and we will endeavour to resolve inquiries immediately. On occasions where your inquiry requires specialist attention we will try not to transfer your call more than once. For any inquiry that requires further action we will tell you when we expect to be able to resolve it. Requests for a call back will be responded to within one business day.
-  **Via Social Media** – Council will endeavour to answer Social Media inquiries as quickly as possible during business hours. The member of staff who answers your online inquiry will identify themselves with their first name.

REQUESTS FOR SERVICES

Any requests for services will be logged onto our electronic request system. Response times will vary in accordance with our set service standards depending upon the nature of the request.

In instances where circumstances beyond Council's control affect our ability to meet this commitment we will keep you updated on the progress of your request.

COMPLAINTS HANDLING POLICY

Council is committed to resolving complaints and has a culture that recognises an individual's right to complain. Council values complaints and recognises them as being part of its business of serving the community and improving service delivery. More information on our Complaints Handling Policy is available at www.buloke.vic.gov.au or by contacting Council as outlined in this document.



OUR COMMITMENT

Council is committed to our customers and to providing efficient and responsive services, whilst always striving for improvement. Council takes an all of organisation approach to Customer Service and values your feedback.

What our customers can expect when contacting Council:

- You will be spoken to in a friendly, courteous, helpful and professional manner
- We will listen to your communication carefully to establish your requirements
- We will value every customers' privacy by treating all personal information confidentially
- The provision of necessary and relevant information in a timely manner



CONTACT US

IN PERSON: 367 Broadway, Wycheproof.

Monday to Friday 8.30am to 5.00pm (excluding public holidays).

IN WRITING: PO Box 1, Wycheproof, Victoria 3527.

EMAIL: buloke@buloke.vic.gov.au

WEB: www.buloke.vic.gov.au

PH: 1300 520 520

FAX: (03) 5493 7395



BULOKE
SHIRE COUNCIL