



Customer Service Charter

Delivering service with you in mind



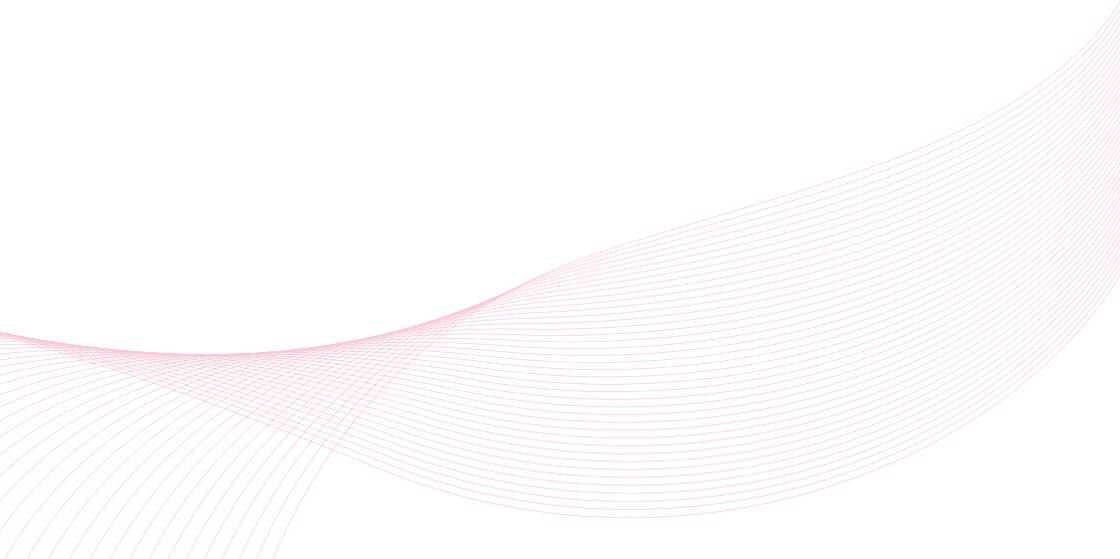


What you can expect from us

At Latrobe City Council, customers are our central focus. Our priority is to provide a positive experience by meeting our community's needs and expectations to the best of our ability. This commitment means every interaction will be respectful, timely, accessible, and responsive – always putting our community first.

Our Customer Service Charter sets out the standards of service you can expect when dealing with Latrobe City Council.

When you contact us, you can expect:

- Friendly staff who greet you politely, identify themselves, and treat you with respect.
 - Clear, inclusive, and easy-to-understand communication.
 - Staff who actively listen and take responsibility.
 - Telephone calls answered promptly and directed appropriately.
 - Timely updates and confirmation when your enquiry is resolved.
 - Accessible service options to suit different community needs.
 - Knowledgeable staff who provide accurate information and make decisions that are consistent, fair and in line with Council policies and legislation.
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Response times

Latrobe City Council aims to resolve enquiries promptly. Where resolution is not possible immediately, you will be advised of the expected timeframe.

In person

- We aim to resolve your enquiry immediately.
- If an enquiry requires further action, you will be advised of the expected resolution date.

Telephone

- We aim to answer all incoming calls to our Customer Service 1300 number within 90 seconds.
- We aim to resolve 65% of enquiries immediately at first contact.
- We aim to respond to customer phone calls within two working days.
- If further action is required, you will be advised of the expected resolution date.
- Should your call require specialist attention, we will introduce you to the relevant officer who can provide the service you require.
- All requests for service via our 1300 367 700 number will be logged into our Customer Request System and customers will be provided with a reference number. This will allow us to quickly identify your request if you have further related enquiries.

Email

- All emails sent to latrobe@latrobe.vic.gov.au or online enquiries via the Latrobe City Council website will receive an automated acknowledgment within one business day. Your email will then be directed to the relevant officer who will contact you using your preferred communication method.
- We aim to respond to all enquiries within 4 working days of receipt. If further action is required, you will be provided with the expected resolution date.

Written correspondence

- We aim to acknowledge or action your correspondence within 10 working days.
- If the matter cannot be resolved within this timeframe, you will be provided with the expected resolution date.
- All correspondence will be registered in our approved corporate systems.



Website

- Online enquiries will receive an automated acknowledgment within 1 business day.
- Enquiries will be directed to the relevant officer who will respond using your preferred communication method.
- We will provide current, accurate, and timely information in clear, jargon-free language.
- Various feedback channels will be available.

Social Media

- We will ensure that all social media assets are continually checked during business hours, Monday - Friday 9am - 5pm.
- We will ensure that all requests for service or information be acknowledged or responded to within one business day of the post being made.

Other channels

- Snap Send Solve: report issues quickly using the app.

Our Service Commitments detail the timeframes for selected Council services. These selected service timeframes are available to view on our website.

www.latrobe.vic.gov.au/Service_Commitments

Respecting your privacy



Latrobe City Council is committed to the responsible handling of all personal information in accordance with privacy legislation.

Your personal information is protected under privacy laws. We only share it when legally required or with your consent.

- Respecting the privacy of individuals and complying with the Privacy and Data Protection Act 2014 in the collection, use, storage, management, provision of access and disposal of information.
- Providing you with access to documents about your personal affairs that we have on record in accordance with the Freedom of Information Act 1982.

For further information regarding privacy, please visit our website at www.latrobe.vic.gov.au/PrivacyStatement

Help us to help you

You can assist Council in delivering quality service by:

- Providing complete and accurate information when making an enquiry.
- Treating Council staff with courtesy and respect.
- Using the most appropriate contact channel for your enquiry.
- Notifying us promptly if your contact details change.

Responding to your concerns

We will:

- Listen carefully and aim to resolve issues quickly and fairly.
- Acknowledge and investigate concerns in line with Council's Complaint Handling Policy.
- You will be kept informed throughout the complaint process.
- Provide clear timeframes where immediate resolution is not possible.

Decision making

When we make a decision, we will:

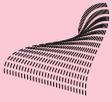
- Prioritise your needs and listen to your voice in the services, decisions, and project we undertake.
- Make decisions that are consistent, transparent, fair, and in line with Council policies and legislation.
- Clearly explain the reasons for decisions in plain language.
- Communicate outcomes promptly, including any further required actions.
- Provide information on review or appeal options where applicable.

Feedback from you

Council welcomes feedback as an opportunity to improve services. If you are unsatisfied with a service or believe Council has not complied with its policies and procedures, we want to hear from you.

For more information, refer to our Complaints Handling Framework on our website.





LATROBE CITY COUNCIL

Contact us

Phone 1300 367 700
(including urgent after hour Council matters)

Post PO Box 264, Morwell 3840

Email latrobe@latrobe.vic.gov.au
www.latrobe.vic.gov.au

TTY: National Relay Service 13 36 77

Morwell

Corporate Headquarters
141 Commercial Road, Morwell

Morwell Library
63-65 Elgin Street, Morwell

Moe

Moe Service Centre and Library
1-29 George Street, Moe

Traralgon

Traralgon Service Centre and Library
34-38 Kay Street, Traralgon

Churchill

Churchill Community Hub
9-11 Philip Parade, Churchill

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-  instagram.com/LatrobeCityCouncil
-  twitter.com/LatrobeCity

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Send
Solve**

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