

**LatrobeCity**

# **CUSTOMER SERVICE CHARTER**





## OUR COMMITMENT

We will:

- **Identify ourselves** by providing our name.
- Ensure each customer is treated in a **friendly, positive and professional manner**.
- **Actively listen** as we seek to **understand our customers' needs**.
- **Actively seek feedback** from our customers and **measure our success** against that feedback.
- Recognise that complaints are an **opportunity to improve** our service.
- Make decisions that are **consistent, fair** and in line with **Council policies and legislation**.
- **Provide choices** in our delivery methods so the information, resources and services we provide are **accessible** to all.

# OUR SERVICE STANDARDS

## In Person

- We aim to resolve your enquiry immediately.  
Where this is not possible, we will contact you with a response using your preferred communication method.

## Telephone

- We aim to answer all incoming calls within five rings.  
Where this is not possible, we will ensure there is a facility to leave a message for your call to be returned.
- We aim to resolve your enquiry immediately.  
If an enquiry requires further action you will be provided with 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.
- We aim to respond to customer phone calls within two working days.
- 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](mailto: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 two working days of receipt. If further action is required you will be provided with the expected resolution date.

## **Correspondence**

- We aim to action or acknowledge your written correspondence within five working days of receipt. If the enquiry cannot be resolved within five working days, you will be provided with the expected resolution date.
- We will ensure all relevant information received is registered in our approved corporate systems.

## **Website**

- We will provide current, accurate and timely information.
- We will use easy to read language, avoiding jargon.
- We will offer various feedback channels.

## **Social Media**

- We will ensure that all social media assets are continually checked during business hours.
- We will ensure that all requests for service or information be acknowledged and/or responded to within four to eight business hours of the post being made. Where this is not possible an interim response will be provided and you will be kept up to date throughout the process.

## **Our Complaint Resolution Process**

If you are dissatisfied with a service we have provided or if we have failed to comply with our policies and procedures, we would like to hear about it.

Further information on the Complaint Resolution Process can be obtained on our website at [www.latrobe.vic.gov.au](http://www.latrobe.vic.gov.au)

## OUR VISION

Latrobe City Council will take pride in delivering services that help to support a stronger, brighter and healthier community.

## OUR COMMITMENT

At Latrobe City Council, customers are our central focus. Our priority is to provide a positive customer experience where we apply our resources to routinely meet our community's needs and expectations.

## WE STRIVE TO



### Care

Be interested and invested in delivering the best possible service, and the best possible outcomes within limits set by policy and resourcing constraints



### Know

Provide information that is complete, timely, accurate and accessible for each individual customer—and if we don't know, we will help to find someone who does.



### Solve

Make what can be complex customer issues simple to navigate and achieve throughout each phase of the process.



## HOW TO CONTACT US

### Visit us in person at:

- 141 Commercial Road, Morwell
- 63-65 Elgin Street, Morwell
- 34-38 Kay Street, Traralgon
- 1-29 George Street, Moe
- 9-11 Philip Parade, Churchill

**Phone** 1300 367 700  
*including after hours for emergency services.*

**Fax** 5128 5672

### Write to us at

Latrobe City Council  
P O Box 264  
Morwell VIC 3840

**Website** [www.latrobe.vic.gov.au](http://www.latrobe.vic.gov.au)

**Email** [latrobe@latrobe.vic.gov.au](mailto:latrobe@latrobe.vic.gov.au)

**TTY** National Relay Service: 133677

**Social Media** [facebook.com/LatrobeCity](https://facebook.com/LatrobeCity)  
[twitter.com/LatrobeCity](https://twitter.com/LatrobeCity)