

# CUSTOMER CHARTER



## CUSTOMER SERVICE MISSION

We will seek to understand our customer's expectations. We will listen to their needs and respond to their changing requirements.

We will demonstrate our commitment to this mission by being:

### Responsive

- We are responsive to the needs and requests of our customers and colleagues.
- We keep them informed at all times so they know what to expect from us.

### Empathetic

- We listen to the needs of our customers and colleagues and appreciate each other's point of view.

### Available

- We make it easy for our customers and colleagues to reach us.

### Helpful

- We are approachable and always willing to assist our customers and each other.
- We share our knowledge and commit to dealing with our customer and colleagues queries responsibly.

### Reliable

- We are honest, accurate and consistent in all that we do.

## OUR CUSTOMER'S NEEDS AND EXPECTATIONS

Our customers want to be listened to, understood and treated with respect. They expect us to provide friendly, consistent service that is correct, accessible and equitable. Their expectation is that requests should be actioned or resolved in a timely manner.

## OUR COMMITMENT TO OUR CUSTOMERS

We will actively listen to our customers; provide friendly service, give correct information and be proactive about finding and solving problems.

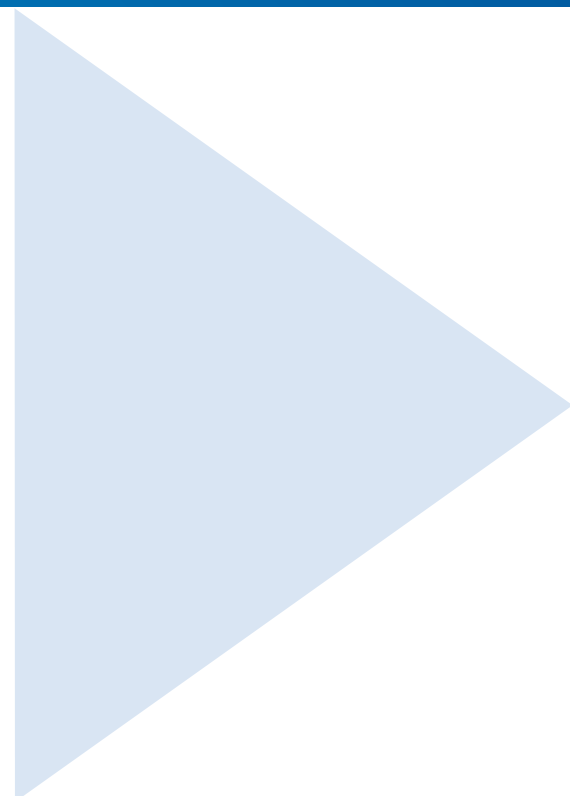
*“Customer service is everyone's responsibility”*

## HOW OUR CUSTOMERS CAN HELP US DELIVER A BETTER SERVICE

Customers need to openly communicate with us respectfully and collaboratively.

### Our responsiveness to you will be enhanced if you:

- Treat our officers with courtesy and respect.
- Provide accurate and complete information.
- Provide a daytime telephone number or email address.
- Provide reference numbers (if available) when contacting us about an existing application, complaint or query.
- Work with us to try to resolve problems.
- Give us feedback to help us better understand your needs.



## HOLD US ACCOUNTABLE

We believe individually and as a group that customer service is everyone's responsibility. The commitment we make to this charter will be measured by performance against our service standards as set out in the City of Salisbury: Customer Service Framework.

Customers should be encouraged to provide appropriate positive or negative feedback and advise us if we are not meeting our obligations.

## CUSTOMER FEEDBACK

We value your feedback and welcome suggestions, compliments, comments and complaints.

Your feedback helps us to review and improve our policies, procedures and services.

Your compliments give us encouragement that the service we are providing is a service that you value.

Customers may contact Council with feedback of varying types.

Such feedback may include:

- **Request for Service:** This is a request from a customer who has identified the need for Council to perform one of its services in a specific case, e.g. "I would like you to fix a pot-hole in the road"
- **Comment/Compliment:** This is feedback by a customer who wishes to comment on the conduct of a member of staff, e.g. "I found this staff member to be extremely helpful and knowledgeable," or on the standard of service that has been provided, e.g. "Thank you for mowing our verges they look much neater"
- **Concern/Complaint:** This is feedback by a customer who is unhappy or dissatisfied with operations or services provided by Council, or has not received a response to an earlier request for service

The City of Salisbury has a formal Compliments, Comment and Complaints Policy and supporting procedure which outlines standards and processes for actioning matters raised by customers quickly and effectively. This is available on our website [www.salisbury.sa.gov.au](http://www.salisbury.sa.gov.au) or by calling our Customer Centre on 8406 8222 during business hours.

## Ombudsman SA

The Ombudsman SA is an independent office that has comprehensive power to investigate complaints made in relation to Local Government.

Customers have the right to contact the Ombudsman SA at any time if they are dissatisfied with an action or inaction of the City of Salisbury.

The Ombudsman SA may be contacted at:  
Postal: PO Box 3651, Rundle Mall SA 5001  
Office: Level 5, East Wing 50 Grenfell Street, Adelaide SA 5000  
T: (08) 8226 8699  
F: (08) 8226 8602  
Toll free: 1800 182 150  
E: [ombudsman@ombudsman.sa.gov.au](mailto:ombudsman@ombudsman.sa.gov.au)

## HOW TO MAKE A COMPLIMENT, COMMENT OR COMPLAINT

To provide compliments, comments or complaints to the City of Salisbury you can:



### Access our website: [www.salisbury.sa.gov.au](http://www.salisbury.sa.gov.au)

Compliments, comments or complaints can be lodged online. Go to [www.salisbury.sa.gov.au](http://www.salisbury.sa.gov.au) to complete the online form or download a hard copy.



### Visit our Customer Centre:

**12 James Street, Salisbury**

Customer Centre staff can assist you to complete a compliments, comment and complaints form, available from the reception counter.



### Send us an email:

[ccc@salisbury.sa.gov.au](mailto:ccc@salisbury.sa.gov.au) and provide details of the compliment, comment or complaint.



### Telephone us: 8406 8222

**TTY: 8406 8596** (for people with a hearing impairment)

Customer Centre staff can record details of your compliment, comments or complaint and ensure it is directed to the appropriate officer for action.



### Write to us: City of Salisbury, PO Box 8,

**Salisbury SA 5108** and provide details of the compliment, comment or complaint.

### Social Media:\*

Council will accept comments via:



[facebook.com/cityofsalisbury](https://facebook.com/cityofsalisbury)

[twitter.com/cityofsalisbury](https://twitter.com/cityofsalisbury)

\*Social media should not be used to lodge requests for service, formal complaints or submissions.

We speak your language if you need assistance please contact us.

## The Office of Public Integrity (OPI)

The Office of Public Integrity (OPI) is an independent office that has comprehensive power to investigate complaints, misconduct and maladministration in public administration.

The Office of Public Integrity (OPI) may be contacted at:  
Postal: GPO Box 11066, Adelaide SA 5001

Office: Level 1, 55 Currie Street,  
Adelaide SA 5000  
T: (08) 8207 1777  
W: [www.icac.sa.gov.au](http://www.icac.sa.gov.au)