Customer Service Charter

Bega Valley Shire Council is committed to providing our customers with quality, responsive and friendly service, in person, on the phone, online and in the community.

We are committed to and believe that:

- **People matter** — we care for our people and each other
- **Learning is important** — we learn and innovate
- **We “Can Do”** — we have a can do approach and focus on solutions and outcomes
- **Engaging on all levels is key** — we engage and communicate, clearly and consistently

To meet our commitment we focus on the needs of our customers through service standards.
Service Standards You Can Expect

We will:
- Listen to your request
- Provide helpful advice & information
- Treat you with respect and courtesy
- Act responsibly with integrity and understanding
- Respond to enquiries promptly
- Respect and protect your personal information

On the telephone we will:
- answer calls within five rings
- aim to achieve 80% of calls answered with first contact resolution
- respond to your phone messages within one business day
- keep you appropriately informed on the progress of an issue
- endeavour not to transfer your call more than once
- direct you to the correct service provider, where the service you are seeking is not provided by Council

Face to face we will:
- provide you with a prompt, courteous, friendly and professional service at all times
- treat you with respect
- value you as a customer
- listen carefully and identify your needs
- provide you with answers to enquiries or make arrangements for the enquiries to be addressed
- accept responsibility for the timely processing of your request
- where possible ensure a queue time of less than five minutes

When we respond to your letters, emails or faxes we will:
- respond within three business days for a return email
- write clearly in plain English
- fully explain decisions or Council’s position on all issues raised
- provide you with a contact name and telephone number
- reply to you within ten business days for a return letter

On our website/social media we will:
- use plain English
- provide up-to-date and accurate information
- endeavour to make information easy to access
Your Feedback

We value your feedback about Council’s operations and services. Your feedback provides us with valuable information to allow for continued customer service improvement.

How To Let Council Know:

**Notification** – Advising Council of any work or maintenance which needs to be undertaken

**Complaint** – Unsatisfied in any way with any Council works undertaken or response or action of Council

**Compliment** – Praise for a job well done or the efforts and efficiency of a Council employee

If you wish to notify, lodge a complaint or a compliment to Council you can do this by:

- Phoning our call centre on (02) 6499 2222
- Emailing council@begavalley.nsw.gov.au
- Clicking on the suggestion box on Council’s website www.begavalley.nsw.gov.au
- Clicking on the Snap, Send & Solve on Council’s website

Customer Service Requests

Requests for some specific services for things such as potholes, tree damage or illegal dumping will be recorded in our Customer Request Management System (CRM) to ensure the correct staff or department receive the request “first time” and we will take action within our established standard timeframes.
Contacting Council

- **By Mail:** You can write to us at:
  Bega Valley Shire Council
  PO BOX 492
  BEGA NSW 2550

- **In person:**
  Our specialist Customer Service staff can provide information and log customer requests for you on any matter relating to Council. All payments to Council can be made at our front counter in Zingel Place by using either: cash, cheque, money order or credit card.

- **By Email:** council@begavalley.nsw.gov.au

- **By Phone:**
  Residents can phone Council between 9am and 4.30pm Monday to Friday.

- **In Emergencies** – anything outside of 9am-4.30pm Monday to Friday and 24/7 Saturday and Sunday. This is for emergencies such as a burst water main, stock on road or sewer problems.

  Please call 6499 2222

**Paying Your Accounts**

Council has several methods available to make payment of your accounts. If you have difficulty in paying, please contact Council on (02) 6499 2222 before the due date to discuss payment options.

---

**Helping us to help you**

You can help us to meet these commitments by:

- having a note pad and pen by the phone when you call Council
- providing us with accurate and complete details at the time of initial contact
- advising us when things change – e.g. your address or dog registration
- paying your bills in a timely manner
- respecting the privacy and rights of other customers
- treating our employees with courtesy and respect
- phoning to make an appointment if you have a complex enquiry or need to see a specific officer
- quoting the reference number on correspondence sent to you when phoning the nominated officer
- providing us with feedback about our operations and services