



# Customer Experience Charter

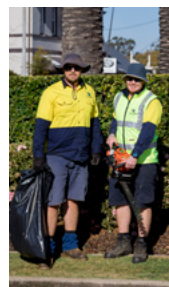
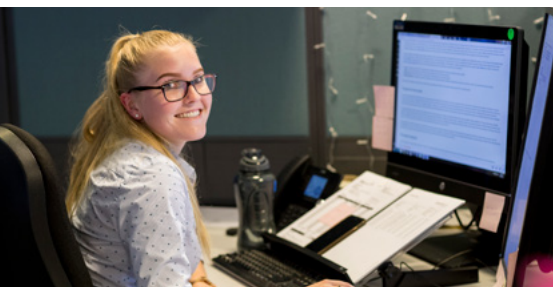


## Contact us

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## Community's vision

A great lifestyle in a treasured environment



## Council's vision

Engaged people, working together, delivering valued services



## Council's purpose

To deliver services valued by our community in the best possible way



## Our service standards

- attend to you at the front counter within 5 minutes
- answer your phone call, usually within 20 seconds, during normal business hours
- endeavour to complete your business during your first point of contact with us
- if you request a call back, we will contact you within 1 business day
- acknowledge electronic and telephone requests for service within 5 business days of receipt
- acknowledge written correspondence within 7 business days
- respond to your email, letter or fax within 20 business days, keeping you informed along the way



## How we will help you

- engaging with you before changes are made
- listening to your point of view and valuing your feedback
- assisting you if you need help using our services
- ensuring our website is user-friendly and in plain english
- being genuine, transparent and consistent with you
- treat your request confidentially
- consider all relevant information and seek resolution
- contact you, if requested, with any decisions or actions



## How you can help us

- provide us with accurate and detailed background information
- include your contact details and email address so we can respond to you quickly
- respect each other and work in collaboration
- enjoy and protect community property
- give us your feedback and suggestions – this tells us if we are getting it right, where we can do better and helps us to exceed your expectations

