



DRAFT CUSTOMER EXPERIENCE CHARTER

BROKEN HILL

CITY COUNCIL

**AUSTRALIA'S FIRST
HERITAGE LISTED CITY**

WHY A CUSTOMER EXPERIENCE CHARTER?

Council's Customer Experience Charter sets out what you, as our customer, can expect from us.

The Charter has been developed to build and enhance partnerships and relationships with our customers.

The Charter will enable a system of continuous improvement in customer experience.

WHO ARE OUR CUSTOMERS?

Our customers are any person or organisation that has dealings with Council. This includes residents, ratepayers, business owners and operators, visitors, contractors, staff and elected members.

HOW WE MEASURE OUR SERVICE?

- We will set service level benchmarks.
- We will invite feedback.
- We will survey our community.

You can help us achieve our commitment to our customers through your feedback and participation in Council's consultation initiatives.



WHAT YOU CAN EXPECT FROM US?

Our responsibility to you, Council will:

- Be accessible and inclusive;
- Be available for contact by telephone, online, in writing and in person;
- Treat customers courteously and with respect;
- Deal with customers in a polite and helpful manner;
- Provide customers with necessary and relevant information;
- Act on our commitment(s) in a timely manner;
- Value customer's privacy by treating all personal information confidentially;
- Be punctual for meetings and appointments;
- Provide a dedicated Customer Relations telephone line 08 8080 3300 Monday to Friday 8.30am to 5pm, excluding public holidays;
- Attend to the counter or answer the telephone promptly, courteously and deal with any enquiry directly without unnecessary transfers. If we cannot deal with the enquiry at first point of contact, we will request the relevant person to contact you;
- When a customer contacts us in writing and a response is required, we will endeavour to respond within 10 business days. If a full reply is not possible then you will receive an acknowledgement, which will include when a reply can be expected; and
- When a customer contacts us by email via council@brokenhill.nsw.gov.au and a response is required, we will endeavour to respond within five business days. If a full reply is not possible then you will receive an acknowledgement, which will include when a reply can be expected.

WHAT WE ASK OF YOU?

- Treat us with mutual respect;
- Respect the rights and privacy of other customers;
- Provide accurate and complete information to us;
- Respect the community in which we live; and
- Work with us to resolve problems.

COMPLAINTS

What is a complaint?

A complaint is an expression of dissatisfaction made to or about Council, our services or our staff.

What is not a complaint?

The following are not classified as complaints:

- A request for service;
- A request for information or an explanation of a policy or procedure;
- A disagreement with a policy of the Council; and
- The lodgement of an appeal in accordance with legislation.

Please contact us so that we can resolve an issue and improve our service in the future. Our Complaints Management Policy guides how we deal with your complaint.

A complaint can be made by phone, in person, by email, in writing or on our website. We will try to resolve the complaint as quickly as possible and get back to you by your preferred method. If it will take time, we will keep you informed of the progress.

PERSONAL INFORMATION PROTECTION

Council has a commitment to the protection of Personal Information provided by a customer to Council in accordance with the requirements of the *Personal Information Protection Act 1998*, *Freedom of Information Act 1989* and *Government Information (Public Access) Act 2009*.

CONTACT DETAILS

Website: www.brokenhill.nsw.gov.au

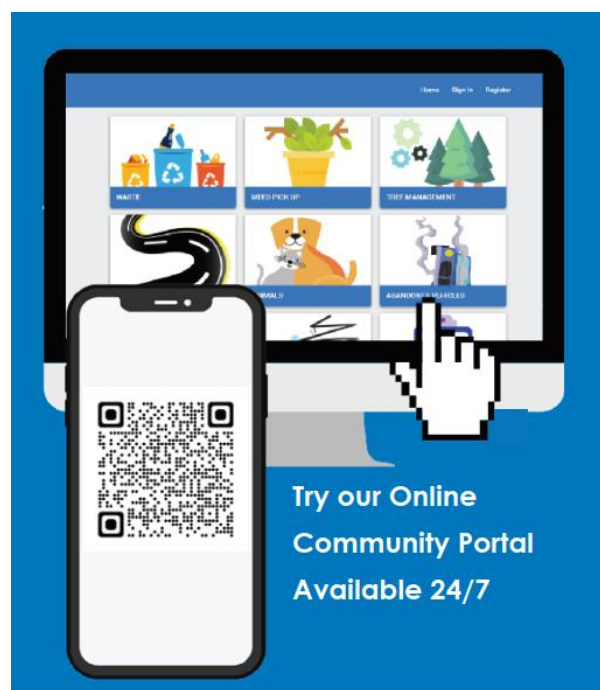
Email: council@brokenhill.nsw.gov.au

Telephone: 08 8080 3300

In Person: 240 Blende Street, Broken Hill

In Writing: The General Manager
PO Box 448
Broken Hill NSW 2880

Community Portal:



External Authorities

NSW Ombudsman

Telephone: 02 9286 1000

Toll Free: 1800 451 524

Website: www.ombo.nsw.gov.au

ICAC - Independent Commission Against Corruption

Telephone: 02 8281 5999

Toll Free: 1800 463 909

Website: www.icac.nsw.gov

Endorsed for Public Exhibition at the Ordinary Council Meeting held 26 June 2024, Minute No. 47570.



www.brokenhill.nsw.gov.au