

# draft Customer Experience Charter

***Council is committed to providing quality customer service every time you interact with us.***

We aim to deliver quality customer service that:

- ▶ Is guided by our four organisational values: Visionary Leadership, Empowered People, Meaningful Relationships and Exceptional Service;
- ▶ Is focussed on our customer's needs and expectations; and
- ▶ Is delivered by friendly, skilled, knowledgeable and professional staff.

## When you contact us

When you contact us you can expect:

- ▶ A helpful and professional response;
- ▶ To be provided with the correct information;
- ▶ Your matter to be addressed at the first point of contact;
- ▶ If the matter cannot be addressed at the first point of contact we will then provide you with information about the next steps and an anticipated timeframe for the matter to be addressed;
- ▶ To be kept informed on the progress of the matter;
- ▶ To be notified when the matter has been resolved; and
- ▶ If a staff member can't help you, then they will find someone who can.

## Our commitment to you

We will:

- ▶ Recruit talented, customer focussed and high performing staff, regularly reviewing their performance and developing their skills;
- ▶ Be open and transparent about our processes;
- ▶ Take ownership of your request and connect you with the right person to respond to your enquiry;
- ▶ Make it easy to do business with us by simplifying processes and providing a range of contact options;
- ▶ Respect and protect your personal information and adhering to all legislative privacy requirements;
- ▶ Use effective technology and systems to help manage, track and report on customer interactions;
- ▶ Communicate with you in plain English and ensure all communication from us has our logo and contact details;
- ▶ Provide access to services and facilities that enable a diverse range of customers to communicate with us; and
- ▶ Provide ways that our community can provide feedback on our performance.



## Our service standards and measures

We will:

- ▶ Acknowledge your initial contact with us within two business days;
- ▶ Develop and report on key performance indicators, service standards and measures annually; and
- ▶ Seek feedback from our customers on their satisfaction with Council's customer service performance and areas to improve.



## Our contact standards

We will ensure our customers are provided with a professional customer experience at all touchpoints across Council.

### Online Services

[www.bayside.nsw.gov.au](http://www.bayside.nsw.gov.au)

Our website is easy to access and will provide up-to-date information. You can access online services 24/7 including making a payment and submitting a service request or application.

When you transact with us online, we will acknowledge you straight away.

### Phone Calls

**1300 581 299**

You can call us anytime and a Council representative will answer you in a welcoming and professional manner. We try and address your enquiry immediately.

If we cannot address your query, we will refer you to the appropriate specialist or provide you with an option to be called back if you would prefer or record your details so the specialist can contact you by the next business day.

### Email Contact

[council@bayside.nsw.gov.au](mailto:council@bayside.nsw.gov.au)

When you email us, we will acknowledge receipt of your request and arrange for the appropriate staff member to respond to you in a timely manner. We will communicate using clear, plain English and keep you informed on the progress of your request.

### Face to Face

When you visit our customer service counters, we will greet you with a smile, take the time to listen to your enquiry and aim to complete your transaction or resolve your enquiry immediately.

When this is not possible, we will advise you on the process and expected timeframe for a response.



## How you can help us

You can help us meet our commitment to you by:

- ▶ Treating our staff and other customers with respect and courtesy;
- ▶ Providing us with accurate and timely information to assist us to action the matter;
- ▶ Providing us with your contact details when required, so we can keep you informed;
- ▶ Working with us to resolve your query;
- ▶ Keeping us informed of relevant information or changes so we can provide support and advice;
- ▶ Understanding we may need to refer you to a specialist to assist with some complex enquiries and requests; and
- ▶ Providing honest and constructive feedback about what we are doing well and what we can do better.

## Complaint handling

We are committed to receiving and actioning customer complaints regarding Council's policies, procedures, staff, or the quality of the services provided.

Scan the QR code to learn more about Council's Complaint Management policy and guidelines.



### Bayside Customer Service Centres

Rockdale Library, 444-446 Princes Highway, Rockdale  
Westfield Eastgardens, 152 Bunnerong Road, Eastgardens  
Monday to Friday 8:30am - 4:30pm

Phone **1300 581 299**

Email [council@bayside.nsw.gov.au](mailto:council@bayside.nsw.gov.au)

Web [www.bayside.nsw.gov.au](http://www.bayside.nsw.gov.au)