



Tell Us What You Think

Wollongong City Council has a formal Customer Feedback Handling Procedure which outlines the standards for the actioning of complaints quickly and effectively. Council will be asking customers through surveys, listening to feedback and talking to community organisations to monitor how well we are doing. Feedback can be provided to Council by telephoning Council's Customer Relations Unit or using the form 'Tell Us What You Think'.

June 2008

Customer Service Charter

About Wollongong City Council

Wollongong City Council services approximately 197,000 Wollongong City residents and aims to deliver services across a broad range of programs including:

- City Leadership
- Development Management
- Environment and Conservation
- Economic Growth
- Community Life
- Infrastructure
- Corporate Support

A committed approach from all stakeholders will ensure that Council's mission 'to be a local government of excellence that enhances our City's quality of life and environment through effective leadership, community involvement and commitment to service' is achieved.

Wollongong City Council's Service Commitment

Wollongong City Council is committed to providing quality customer service to residents, businesses and visitors.

This Charter identifies the minimum standards which you can expect from Wollongong City Council during business hours. It explains how information can be obtained and outlines how you can provide feedback for improving our services.

Wollongong City Council has established values which are applied to all interactions with customers ensuring a consistent standard of service for all of Council's customers.

We will deliver service in a friendly, knowledgeable and professional manner by:

- Being respectful, courteous and impartial in our dealings with you.
- Identifying ourselves when we talk to you.
- Listening carefully to what you say.
- Ensuring your personal information is kept confidential.
- Having trained and professional staff who will uphold Wollongong City Council's Code of Conduct and Council's Values.

We will improve our services by:

- Aiming to complete all of your business during your first contact
- Continuing to enhance our information and online service provision via the Internet to enable you to transact business with Council when you have time
- Wherever possible we want you to complete your business via your preferred method: telephone, Internet, personal visit, email or letter
- Listening to your feedback

Customer Service Standards

We are aiming to improve our service through the implementation of a centralised Customer Service Team. We will measure how well we deliver our customer service against a number of standards. These standards are currently under development and will be finalised once the Customer Service Centre is fully established.

Assist Us in Delivering Better Service

You can assist us in delivering better services by:

- Treating our staff with courtesy and respect.
- Respecting the rights of other customers.
- Being honest and accurate in information sought and supplied to Wollongong City Council.
- Working with us to resolve problems.
- Providing Council with feedback (both if we haven't met our service commitment and also if we have exceeded your expectations in relation to our services).
- Respecting our community.

How Will We Know Whether We Have Met Our Commitments to You?

An assessment of our performance will be conducted annually to monitor compliance with key elements of this Charter and organisational performance indicators. We also analyse all of the feedback directly from customers and from the Community Survey.

For further information:

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