

SERVICE	OUR STANDARD
Answering your telephone call	Within 3 rings
Returning your call	Within 3 working days
General Correspondence – response	Within 10 working days
General Requests - response	Within 10 working days
Keeping you informed	Notify you of any delay in our service commitment within 10 working days
Missed visits	We will leave a 'visit card' with contact details if we call to your residence and you are not at home – 100% of the time
Dogs – urgent requests	Respond 7 days a week
Environmental Health – food complaint	Within 5 working days
Safety Matter that places any member of the community at risk	Immediate
Noise complaint	Within 5 working days
Roads and Footpaths – urgent requests	Within 5 working days
Waste collection (wheelie bins)	Within 5 working days
Drainage Issues – urgent requests	Within 5 working days
Dumped rubbish – inspect and collect	Within 5 working days
If Council is unable to provide the service you require, we will endeavour to refer you to an appropriate service provider.	100 % of the time

## Contact Details

### Office -

32-34 Georges Bay Esplanade, St Helens  
Open 9:00am to 5:00pm Monday to Friday  
(excluding public holidays)

**Phone:** (03) 6376 7900

**Email:** admin@bodc.tas.gov.au

**In writing to:-** The General Manager  
Break O' Day Council  
32-34 Georges Bay Esplanade  
ST HELENS TAS 7216

### Councillors

Contact details for the Mayor and Councillors is available on Council's website:

<http://www.bodc.tas.gov.au/council/elected-members>  
or by phoning the office.

### External Agencies

#### The Ombudsman

www.ombudsman.tas.gov.au  
ombudsman@ombudsman.tas.gov.au  
Phone: 1800 001 170

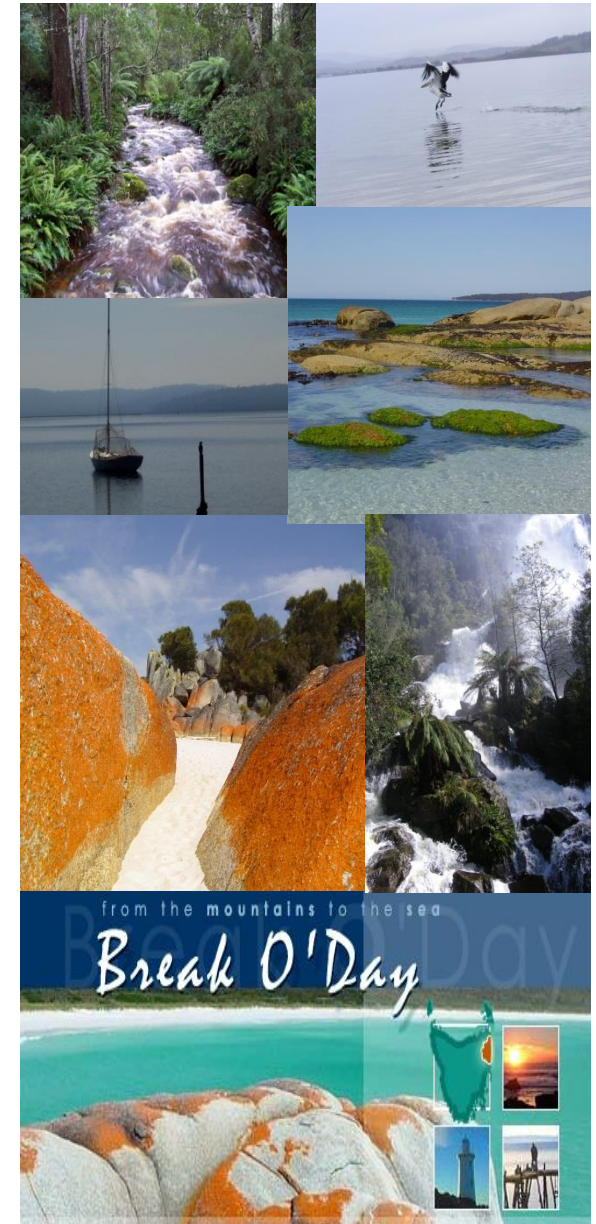
#### Integrity Commission

www.integrity.tas.gov.au  
integritycommission@integrity.tas.gov.au  
Phone: 1300 720 289

#### Minister for Local Government

www.dpac.tas.gov.au  
lgd@dpac.tas.gov.au  
Ph: 03 6232 7022

# Customer Service Charter



## Why do we need a Customer Service Charter?

The Break O'Day Council Customer Service Charter sets out Council's service standards and explains what you, as the customer, can do if we have not delivered service to a suitable standard.

The Break O'Day Council Customer Service Charter has been developed to further build and enhance relationships and partnerships with our community and customers, and to provide a system for continuous improvement to our level of customer service.

## Who are our Customers?

Customers are any person or organisation that has dealings with Council.

## What do we ask of you?

- To treat our staff with courtesy and mutual respect.
- Respect the rights of other customers.
- To be honest, open and transparent in your dealings with Council, providing accurate and complete information.
- Respect the community in which we live.
- To work with Council to solve problems.

## What can you expect from Break O'Day Council.

**Council will** respect you as a customer.

**Council will** provide consistently professional and high quality service.

**Council will** listen and respond to your concerns within service standards.

**Council will** answer and return telephone calls promptly.

**Council will** respect your privacy.

**Council will** accept responsibility and be accountable for actions/information/services provided.

**Council will** exercise integrity in our dealings with you.

**Council will** work with you to solve problems, and refer you to an appropriate service provider if unable to meet your request.



## Complaints

"Complaints" are different from a "request for service".

A complaint results from you not being satisfied with our service standards in any respect, or if we have made a mistake.

If this happens, please bring your complaint to Council's attention so we can resolve the issue quickly and courteously, allowing us to improve our service in the future.

A complaint can be made by phone, in person or in writing. Your complaint will be forwarded to an appropriate officer for investigation, action and reply. Council will try to resolve the complaint as quickly as possible and get back to you by your preferred method of response. Timeframes are detailed in this brochure and Council's *Customer Service Charter Policy*.

Whilst most problems can usually be resolved quickly, there are times when detailed investigations may be required. If it will take time to address your complaint Council will keep you information of the progress during the investigation.

To assist Council in dealing with your complaint you should include the following relevant detail –

- Date, time, location of event if applicable.
- What the complaint is about.
- To whom you may have already spoken to.
- State what you, the customer, hope to achieve as an outcome.