

TALKING TO US

We want to know what we are doing well and what we need to work on so we can better serve our community. When we receive feedback we will make sure it is managed fairly, promptly, sensitively and efficiently.

There are lots of ways that you can share your thoughts with us including:

- Report an Issue using a Customer Service Request Form
- Write to us by post or email
- Visit In Person
- Give us a call on 6376 7900
- Send us a petition
- Invite us to your group's meeting
- Speak to a Councillor

*You can find more information on how to put together a valid petition, customer service requests or feedback on our website under My Council/Customer Feedback.

WHEN WON'T WE RESPOND TO FEEDBACK

Council reserves the right to NOT acknowledge or respond to:

- Feedback sent for the sole purpose of harassment
- Complainants who revisit the same issue without offering any new information for consideration
- Anonymous feedback will be considered and recorded. However without your contact details we cannot respond to your request.
- Customers who are rude and abusive to staff

CONNECT WITH US

At Break O'Day Council we value your feedback. We want to know what we are doing well and what we need to work on so that we can better serve our community.

Do you have a suggestion, want to report a problem, issue or concern or even pay us a compliment? There are many ways to share your feedback with us.

Use this QR code to access our Customer Feedback Webpage



www.bodc.tas.gov.au/council/customer-feedback



admin@bodc.tas.gov.au



32-34 Georges Bay Esplanade,
St Helens. TAS. 7216



6376 7900

CUSTOMER SERVICE CHARTER

PURPOSE

This Customer Services Charter defines our commitment to how we serve our community and our expectations of how you, our community, interact with us.

Our Customer Service Procedure sits alongside our Charter and further explains how and when we will respond to Customer Service requests, complaints and feedback. You can find this on our website under Customer Feedback.

OUR VISION

A naturally beautiful environment that speaks to our heart. A diverse and thriving community; a place of opportunity. A place where everyone feels safe, welcome and connected.

OUR VALUES

Working as a TEAM with OPEN & HONEST COMMUNICATION; we act with INTEGRITY whilst showing RESPECT and being POSITIVE and proactive in our actions.



WHAT WE CAN EXPECT OF EACH OTHER

What our customers can expect of us

- We will remain courteous, respectful and welcoming.
- We will listen to you carefully and treat you fairly, without bias or prejudice.
- We will strive to be inclusive and accessible to all
- We will strive to do our best to meet your needs to the best of our ability.
- We will be timely in our responses to you.
- We will keep your personal information confidential unless you have given us permission to provide that information to others.
- We will act professionally, by arriving punctually to meetings and appointments.

What you can do to help us, help you

- Treat our staff, outdoor workers and other customers/community members courteously and with respect.
- Whenever possible, make an appointment with the relevant officer.
- Supply accurate, complete and relevant information within agreed timeframes and as requested.
- Engage and speak up about issues of concern to you using appropriate channels of contact
- Be mindful that your request may have a financial impact.
- Remain calm if you don't get the answer you wanted – We may not be able to give you the response you need but we will do our best to assist you.
- Understand that sometimes because of legislative and statutory obligations, Council may not be able to comply with your request.

WHAT HAPPENS ONCE COUNCIL RECEIVES MY FEEDBACK?

Your feedback is important to us. It helps us understand the needs of our community, what is working well, and where improvements can be made. We may contact you to discuss your feedback or ask for more information.

- We will do our best to respond to your feedback within 10 working days. The timing really depends on the complexity of your feedback.
- We will protect your personal information in accordance with the Personal Information Protection Act 2004. Council will not disclose your personal information to any other person or organisation unless one of the following reasons applies:
 - You have given Council consent to do so.
 - Council is required by law or authorised to do so under a law.
 - There are grounds to believe disclosure will prevent a threat to life or health.
 - That person or organisation is providing a service to Council and is required to maintain the same or similar privacy legislation principles.
 - Another government agency or authority has the appropriate jurisdiction to assist with your request.

NOT HAPPY WITH THE OUTCOME

If you are not happy with our response you can request an internal review which will be conducted by the General Manager.

If you are still not satisfied with the outcome there are other ways to have your complaint reviewed. You can find a list of these on our website under My Council/Customer Feedback, or you can contact our office for further information.

FURTHER INFORMATION

A customer service request form can be found on Council's website at My Council/Customer Feedback.

Council also has a Customer Service Procedure which outlines in detail our service level commitment to our Customers. The Local Government Act 1993, section 339F details a Council's legislative requirements when developing and publishing a Customer Service Charter.

REVIEW & MONITORING

Council will review and amend this Charter every four years; or within 12 months of local government elections in compliance with Section 339F of the Local Government Act 1993, or earlier in the event of major changes to legislation or related policies, procedures or if deemed necessary by the General Manager.

CUSTOMER SERVICE STANDARDS

SERVICE	OUR STANDARD
Answering your telephone call	Within three rings where possible
Returning your call	Within one to two working days
General requests/ correspondence	Respond within ten working days
Planning & building enquiries	By phone and email: <ul style="list-style-type: none">• General enquiries within five working days• Technical enquiries within ten working days