



# CUSTOMER SERVICE PROMISE

## Our Promise...

**We are committed to being open, honest, fair, and accountable in all our dealings with customers and strive to provide timely, efficient, and consistent services.**

Our Customer Service Promise outlines the standards we will commit to in order to deliver professional customer service that meets your expectations. Customer service is the responsibility of all Council staff and we will hold each other accountable in our service commitment to the community.

## WE WILL:

- Act in a way that reflects and upholds our core organisational values – Inclusion, Wellbeing, Transparency and Commitment.
- Be professional, respectful and courteous.
- Provide accurate, relevant and timely information.
- Keep our staff well trained and informed.
- Recognise and respond to the diverse needs of our community and act sensitively.
- Continually strive to improve our digital service, to make doing business with Council, and accessing information online, easy.

## WE ASK YOU:

- Be courteous and respectful to our employees.
- Use available council channels for service requests.
- Respect the privacy, safety, and needs of other customers.
- Provide accurate and complete information when contacting us.
- Let us know when your situation changes, for example, your address.
- Phone ahead to make an appointment for a complex enquiry, or to see a specific staff member.
- Quote your service request number when following up on an existing query.
- Provide feedback so we can continually improve our service.
- Be aware that that council is subject to strict governance and legislation that may determine outcomes.

## OUR GOALS

- Answer 80% of your calls in the first 25 seconds.
- Return your calls on the same day where possible, or the next business day.
- Resolve 80% of your requests at the first point of contact.
- Acknowledge your correspondence and notify you if there will be a delay in our service.
- Respond to your written correspondence within 10 business days.
- Provide an emergency afterhours call centre and provide an online request portal for all non-urgent enquires.

## SERVICE REQUESTS

Service requests are a request for council to take action on a matter, for example barking dogs, potholes or overgrown land, and they can be made via our Customer Service team or website. These requests will then be forwarded to the appropriate staff member for action. Any service requests relating to public safety will be dealt with immediately.

## SOCIAL MEDIA

Council will use social media to assist in providing relevant and timely information to members of the community and visitors. Council does not respond to or capture service requests made via social media.

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## TREATMENT OF YOUR INFORMATION

The way we treat information is regulated under the State Records Act 1998, Privacy and Personal Information Protection Act (PIPPA) 1998 and the Government Information (Public Access) Act (PIPA) 2009.

## CONTACT US

You can lodge a service request, make a payment, or request information, via

- Our online services at [www.armidaleregional.nsw.gov.au](http://www.armidaleregional.nsw.gov.au)
- Phone: 1300 136 833
- Email: [council@armidale.nsw.gov.au](mailto:council@armidale.nsw.gov.au)
- Mail to Armidale Regional Council, PO Box 75A Armidale NSW 2350 or
- Visit a Council Administration Building in Armidale or Guyra



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

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Regional Council