

CUSTOMER CHARTER

Our Customer Charter highlights our commitment to you, our customers, on the kind of experience and service that you can expect to receive from us. It will guide our staff to deliver on those commitments and describes the level of service standards you can expect when you contact us.

We understand it is important for us to set expectations upfront about the time our processes and services may take.

OUR COMMITMENT TO YOU

OUR CUSTOMER SERVICE PRINCIPLES OUTLINE OUR CUSTOMER SERVICE PROMISE TO YOU

- We want you to be listened to, understood and treated with respect. You will receive service that is engaging and responsive.
- We go above and beyond for our customers by encouraging and empowering our staff to take ownership and deliver positive outcomes
- We provide up-to-date information and efficient processes, continually striving for improvement and innovative solutions
- We proactively engage our customers in developing services that respond to their needs, and seek feedback on our delivery of those services
- We provide quality choices that are inclusive for all members of the community, that offer easy access to our services and are explained in simple, easy to understand language

OUR SERVICE STANDARDS

IN DELIVERING OUR PROCESSES AND SERVICES WE WILL

- Provide identification and display a professional image
- Be courteous, helpful, positive and focused on solutions
- Endeavour to resolve all enquiries at the first point of contact
- Redirect you to the correct service provider
- Provide clear, accurate information that is consistent and easy to understand
- Respect and protect your privacy

HOW YOU CAN HELP US

WE WANT TO PROVIDE YOU WITH THE BEST POSSIBLE CUSTOMER SERVICE - YOU CAN HELP US BY DOING THE FOLLOWING

- Provide accurate and complete information when dealing with us so that we may appropriately deal with your enquiries
- Treat our staff with courtesy and respect
- Respect the rights of other customers and the community in which we live
- Work with us to reach a resolution
- Let us know when things change (eg. address, dog registration details)
- Provide feedback about your customer service experience

