

# CUSTOMER SERVICE CHARTER

## AS A CUSTOMER, IT IS YOUR RIGHT TO EXPECT:

- Friendly, courteous and respectful service;
- Officer identification, either by personal introduction or name badge;
- Prompt handling of all enquiries;
- Your needs to be listened to and responded to;
- A telephone service that provides for minimum waiting times;
- A response to your telephone messages before close of business the following working day;
- A counter service queuing time of less than five minutes;
- Acknowledgement and advice regarding intended actions to your written enquiries within seven working days;
- The Council's facilities to be maintained in a safe and proper manner to ensure your convenience and comfort;
- A standard of presentation and performance which at all times reflects the high quality of service appropriate to the Capital City.

## HOW WE MAINTAIN QUALITY CUSTOMER SERVICE

### Customer Requests Procedure

The Council has a customer request tracking system which records all customer requests.

You will be allocated a reference number to identify your request. You will be also be given an anticipated completion time frame.

To register a customer request please call the hotline on **6238 2182**.

### Customer Suggestions

Suggestions and ideas may be made via the Council's **Suggestion Scheme**. You may submit your suggestion in the form of a letter, or alternatively call **6238 2182** and the Council will provide you with a suggestion form.

Suggestions may be forwarded by mail to: **Suggestion Scheme**, GPO Box 503 Hobart 7001 or can be submitted in person at the Hobart Council Centre at 16 Elizabeth Street Hobart, or lodged on the Council's website [www.hobartcity.com.au](http://www.hobartcity.com.au)

### How to make a Complaint

Complaints in relation to services provided by the Council may be made in the following manner:

- by phoning **6238 2711**,
- in person at the Hobart Council Centre 16 Elizabeth Street
- in writing to GPO Box 503 Hobart 7001 or
- by email to [vineyr@hobartcity.com.au](mailto:vineyr@hobartcity.com.au)

Your complaint will then be directed to the appropriate Division of the Council for investigation and response.

### Response to a Complaint

Normally you may expect either a written or verbal response to

your complaint within 7 working days; however there are times when it is not possible to meet this deadline eg: where your complaint is a complex one and requires extensive investigation, in this instance you will be kept informed of progress on the matter. Council will make every effort to respond to more complex complaints within 14 working days.

### What if I am not happy with the resolution of the complaint?

Experience has shown that the majority of complaints will be satisfactorily resolved, however if you are not satisfied with the outcome you may ask for a review of your complaint by the General Manager, who will re-investigate your complaint and inform you of the findings.

### What do I do if I am still not satisfied?

You have the right to approach any of the elected Aldermen either in writing, email or in person.

There is also the Ombudsman who may review actions and decisions taken by the Council and is responsible to Parliament for investigating complaints made about administrative actions (or inactions) of Tasmanian Government Departments, most Statutory Authorities and Local Government. the Ombudsman is located at (Ground Floor) 99 Bathurst Street, Hobart phone 6233 6217.

While you are entitled to refer your complaint directly to the Ombudsman at any time, we would encourage you to allow the Council to investigate your complaint first.

### Reporting of Complaints

In accordance with section 339F of the Local Government Act the General Manager will provide a report to the Council annually on the number and nature of complaints received. The Council will review this charter every two years.



## The Council's Values

*Our Mission is to ensure good governance of our Capital City*

## CUSTOMER SERVICE CHARTER

**Leadership** Provide effective Capital City leadership, integrity and openness in the approach and will advocate the needs and aspirations of the community

**Equity** Ensure equity consistency and cooperation in its dealings with the community and government

**Community Involvement** Encourage effective democratic involvement by the community in the life of the City through communication, consultation and participation

**Responsiveness** Be responsive to the needs and aspirations of the community

**Quality** Ensure continuous improvement in the delivery of all its services



*Vision for the City of Hobart*

As the capital city of Tasmania, Hobart will be a vibrant, progressive, prosperous, efficiently managed, human scale city that provides for the best possible life style opportunities.

Hobart Council Centre  
16 Elizabeth St  
Ph: (03) 62 382 711 Fax (03) 62 347 109  
TTY (03) 62 382 124  
Internet: [www.hobartcity.com.au](http://www.hobartcity.com.au)

