



Brighton Council

CUSTOMER SERVICE CHARTER

The Brighton Council is committed to the provision of high quality, value for money services provided by polite and helpful staff.

Who is a Customer?

Any person or organisation we have dealings with.

Our Customer Service Commitment

We endeavour to achieve the following:-

On a personal level we will:-

- deal with you in a polite and helpful manner;
- listen to you and take your views into account;
- treat you fairly and take account of your particular needs;
- provide you with appropriate information;
- constantly look for ways in which our service can be improved;
- follow through with any commitment we make; and
- respect your right to confidentiality.

For all enquiries we will:-

- answer the telephone promptly and courteously;
- identify ourselves and direct your enquiry without unnecessary transfers. If we cannot deal with your enquiry then we will give you the name of the person it will be referred to.
- Acknowledge receipt of your correspondence i.e. letter or e-mail and advise you the name of the Officer handling the matter.

What is a Customer Request, Enquiry or Complaint?

It is important to make the distinction between customer request or complaint and an enquiry.

A Customer Request is: An appeal for assistance to inspect, remove, replace, repair or reinstate Council facilities or amenities which may be damaged or missing as a result of a number or circumstances i.e. repair to street sign or blocked drain.

An Enquiry: An appeal for information. An answer to be provided to a specific question or a decision to be made in relation to a specific matter. e.g. zoning of a particular parcel of land in municipality.

A Customer Complaint: Dissatisfaction with a service or product offered or provided, or an appeal for action to be taken in respect of a nuisance. This includes nuisances such as stray or barking dogs, excessive noise and fire hazards.

Customer Service –

Brighton Council places great emphasis on the prompt and efficient handling of complaints.

Requests and Enquiries:

All written correspondence to Council should be marked to the attention of the General Manager. We will respond to your written correspondence within ten working days. If your request is more complex and requires greater attention, we will contact you and explain the reason for any delay. If prolonged investigations are needed, we will keep you informed on the progress. All reply correspondence will have a name and contact phone number for your reference.

Complaints:

Where do I make my complaint?

Each Department of Council is responsible for the handling of its own complaints.

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

- By telephone – 6268 7000
- In person at the Council Offices, Gagebrook
- In writing to General Manager, 1 Tivoli Road, Gagebrook 7030;
- By e-mail to admin@brighton.tas.gov.au

Your complaint will then be directed to the appropriate Department for investigation and response.

Response to a Complaint

Normally you would expect either a written or verbal response/acknowledgement to your complaint within ten (10) working days; however there may be times when this is not possible e.g. your complaint is complex and requires extensive investigation, in this instance you will be kept informed on the progress on the matter. Council will make every effort to respond to more complex complaints within twenty (20) working days.

Personal Information – Privacy

Customers can expect their privacy to be respected and personal information treated confidentially throughout the complaint management process.

What if I am not satisfied with the response to a 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 reinvestigate 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 members (Councillors) either in writing, e-mail or in person. It is then open to the Councillor to take the matter up on your behalf.

The Ombudsman may review actions and decisions taken by Council. While you are entitled to refer your complaint directly to the Ombudsman at any time, we would encourage you to allow Council to investigate your complaint first.

Complaints of Non-Compliance or Offence

A customer may make a complaint to the Director of Local Government that a Council, Councillor or General Manager has failed to comply with the *Local Government Act 1993*, or any other Act, or they may have committed an offence under the *Local Government Act 1993*.

Such complaints must be made in writing; identify the complainant and the person against whom the complaint is made; give particulars of the grounds of the complaint; be verified by statutory declaration; and be lodged with the Director. Complaints should be sent to *Director of Local Government, Local Government Office, Department of Premier & Cabinet, GPO Box 123, Hobart*.

Reporting of Complaints

In accordance with Section 339F of the *Local Government Act 1993*, 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 (Reviewed 2009)

If we can improve our level of service to you please contact our Customer Service Officers on 6268 7000.