

STONNINGTON CUSTOMER SERVICE CHARTER

ADOPTED BY COUNCIL
4 JUNE 2012



OUR COMMITMENT



The City of Stonnington is committed to providing quality customer service.

We aim to achieve the highest levels of customer satisfaction by:

- Providing excellent standards of customer service in a professional manner;
- Listening and responding appropriately to customer needs in a timely manner;
- Treating customers courteously and with respect;
- Providing a helpful and friendly service experience;
- Ensuring that all our services are easy to access and inclusive;
- Providing accurate information;
- Sustaining a process of continuous improvement in service quality; and
- Ensuring privacy and confidentiality.

We will carry out this commitment around the considerations of fairness, equity, available resources, Council policy and legislation.

This Customer Service Charter reflects the City of Stonnington's corporate values of:

- **Achievement**
- **Accountability**
- **Communication**
- **Cooperation**
- **Learning**
- **Change and New Ideas**

STONNINGTON CUSTOMER SERVICE STANDARDS



WHEN YOU VISIT US IN PERSON

Our helpful, friendly staff will attend to visitors at the Service Centres promptly and attempt to deal with an enquiry directly without unnecessary referrals or transfers.

In instances where we are not able to address your query, we will provide you with the name of the person who can assist, and make attempts for you to speak with them (in person or by phone). If that person is not readily available, we will request that they contact you directly.

All our staff, whether in our Service Centres or out in the field, should be able to be identified.



WHEN YOU CONTACT US BY TELEPHONE

We will answer your call promptly, identify ourselves, and endeavour to deal with an enquiry directly without unnecessary referrals or transfers.

When unattended you will have the option of leaving a voicemail message or being diverted to our Service Centre staff*. If you leave a message, you can expect that your call will be returned at the first opportunity (within 24 hours).

If we cannot deal with a telephone enquiry we will provide you with the name of the person the request or enquiry will be referred to or, if that information is not readily available, we will request the relevant person to contact you directly. Attempts will be made to transfer you to them in the first instance.

Where a member of staff is likely to be unavailable for more than one business day, you can expect that the staff member would make arrangements for someone else to help you.

Calls made to Council's general number after business hours will be diverted to Council's after hours telephone service.

* The option to be diverted to our Service Centre staff is currently not available.



WHEN YOU EMAIL US AT council@stonnington.vic.gov.au

We will acknowledge your email within one working day.

We aim to respond within 10 working days.

If a full reply is not possible then you will be notified of a timeframe for response and a contact person.

Emails sent to officers directly will be responded to as promptly as possible within the service standards of individual work units (no later than 10 working days).



WHEN YOU WRITE TO US

We will respond within 10 working days.

If a full reply is not possible then you will receive an acknowledgment which will indicate the time the reply can be expected and the name of the officer to contact with queries.



OUR SERVICES THAT NEVER CLOSE

We will ensure that our website is informative, accessible, up-to-date and user-friendly.

Online services available to customers when needed include:

- Lodge and track a request for action
- Track the progress of planning applications
- Pay for a range of Council services
- Provide feedback and send us a message

HOW YOU CAN CONTACT US

BY PHONE

03 8290 1333

(After Hours: 03 8290 1333)

(Graffiti Hotline: 1800 067 072)

For **emergencies, dial 000** – Council’s website will contain up-to-date information and contact details where major emergencies occur

BY MAIL

PO Box 21 Prahran 3181

BY EMAIL

Email: council@stonnington.vic.gov.au

IN PERSON

Our Service Centres are located at the following locations:

(opening hours are: 8.30am to 5pm, Monday to Friday)

Stonnington City Centre (Malvern Town Hall)

1251 High Street, Malvern
(Melway Reference: Map 59 C8)

Prahran Town Hall

180 Greville Street, Prahran
(Melway Reference: Map 2L H11)

Stonnington Depot

Administration Building,
293 Tooronga Road, Malvern
(Melway Reference: Map 59 E10)

Stonnington Waste Transfer Station

Access via Weir Street,
off Carroll Crescent, Malvern
(Melway Reference: Map 59 E6)

ASSISTANCE IN CONTACTING US

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

- TTY users phone 133 677 then ask for 03 8290 1333
- Speak and Listen users phone 1300 555 727 then ask for 03 8290 1333
- Internet relay users connect to the NRS then ask for 03 8290 1333

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone the City of Stonnington on 03 8290 1333.

FEEDBACK

We welcome customer feedback and value your comments on the service you receive.

While every effort is made to gain your complete satisfaction, we recognise that there may be occasions when customers may not be fully satisfied with the service they have received.

If you notify us that you are dissatisfied with the customer service you have received, we will:

- Listen to your concerns and aim to address them fairly and efficiently;
- Record the details of your complaint; and
- Refer you to the most appropriate staff member if the matter cannot be addressed in the first instance, telling you who the person is and explaining what will happen next.

If you are still not satisfied with the outcome, you can ask for the matter to be referred to the staff member’s Manager for resolution.

If you are not convinced after dealing with those officers that the Council has met its undertakings or remedied the matter to your satisfaction, you may write to Council’s Dispute Resolution Manager, City of Stonnington, PO Box 21, Prahran 3181 or call 8290 1333 to make an appointment to discuss your concerns.

The Dispute Resolution Manager has the authority to bring everyone together for mediation and to determine the action to be taken, by when and by whom.

All complaints are managed confidentially and in accordance with privacy legislation and in a way that is fair and open for everyone involved – both customers and staff.

HELPING US TO HELP YOU

In serving you as efficiently as possible, your cooperation would be appreciated by:

- Contacting us via our nominated contact methods;
- Telling us who you are and who you represent;
- Having relevant and accurate information available (e.g. name / contact details, invoice number, Council staff member name); and
- Treating staff with the same courtesy that you would expect.

MANAGING YOUR PRIVACY

The City of Stonnington believes that the responsible handling of personal information is a key aspect of democratic governance and is strongly committed to protecting an individual's right to privacy. Accordingly, Council is committed to full compliance with its obligations under the Information Privacy Act 2000 (Vic) Act. In particular, the City of Stonnington will comply with the Information Privacy Principles contained in the Act.

CITY OF STONNINGTON

T: 03 8290 1333 F: 03 9521 2255
E: council@stonnington.vic.gov.au
PO Box 21 Prahran, Victoria 3181

SERVICE CENTRES

Cnr Glenferrie Road and High Street, Malvern
Cnr Chapel and Greville Streets, Prahran
www.stonnington.vic.gov.au

