

# Customer Service Charter

## WHAT WE DO

Beyond roads, rates and rubbish, we provide a wide range of facilities, infrastructure and services to the Liverpool Plains community. When you visit a local park or library, play on a sports field, watch a show at the Royal Theatre, or drop your child to the Eastside Child Care Centre, you are benefiting from the work of Liverpool Plains Shire Council.

## OUR COMMITMENT TO YOU

You can expect that we will:



Tailor our response to your needs and provide you with the information you require



Do what we say we will do and update you if we are unable to meet our commitments



Regularly monitor our performance to ensure we are providing our customers with quality service



Treat you with respect, integrity and honesty



Aim to provide consistent and clear information across our communication channels



Actively pursue continuous improvement, understand the needs of our customers, now and into the future

## OUR PEOPLE WILL:

- ✓ Greet you in a friendly way and identify ourselves
- ✓ Be open and transparent about our processes
- ✓ Communicate clearly and in plain English
- ✓ Be experienced and knowledgeable
- ✓ Treat every customer equally and sensitively
- ✓ Focus on helping you find solutions to your needs
- ✓ Take responsibility for answering your enquiry
- ✓ Have systems in place to ensure that we protect your personal and confidential information

## WHAT WE ASK OF YOU

To allow us to help, we ask that you:

- Provide us with information that is timely, accurate and complete
- Treat us with mutual respect
- Work with us to solve problems and reach resolutions
- Provide us with honest, constructive feedback on our service
- Contact us if you believe we have made an error or acted inappropriately

## FEEDBACK

We welcome feedback, including compliments, complaints and suggestions about our services, program delivery and performance. Feedback and complaints can be made by phone, in person, in writing, by email or using our online feedback form available on our website.

While most problems can be resolved quickly, there are times when detailed investigation is required. We will keep you informed of the progress if this is the case. If you are still not satisfied after we have responded, you may ask for a review of our handling of the matter. The review process will determine if we acted according to our policies and guidelines.

Our **Complaint Management Policy** provides more detail on how we manage complaints.

# Service Standards



## CUSTOMER CONTACT

Answer your telephone call — Within 60 seconds  
Return your call — One working day  
Acknowledge receipt of your email — One working day  
Respond to your letter or email — 10 working days  
Respond to posts on social media — One working day  
Greet you at our Customer Service Centre counter — Within two minutes



## RESIDENTIAL WASTE COLLECTION

Household (red) waste bin — weekly  
Recycling (yellow) waste bin — fortnightly  
Missed household waste service — one day  
Missed recycling waste service — one day



## BUILDING AND DEVELOPMENT

Assessment of Development Application — 40 days  
– Fast Track Development Type — 25 Days  
Planning Certificate — five days  
Rates (603) — two days  
Building Certificate — 10 Days  
Swimming Pool Compliance Certificate — 10 Days  
Complying Development Certificate — 20 Days  
Construction Certificate — 20 Days



## RATES

Process your Pension Rebate — three days



## ROADS AND SIGNAGE

Unsealed road complaint — 10 days  
Inspect minor pothole — 10 days  
Major (dangerous) pothole repair (>50mm deep) — two days  
New Street sign — 20 days  
Replacement sign — 20 days



## TREES

Inspect a street or reserve tree — 20 days  
Application to prune/remove trees on private property — 20 days



## COMPANION ANIMALS

Respond to urgent incidents — 24 hours  
Respond to routine incidents — three days  
Contained animal pick up — one day



## ILLEGAL DUMPING

Illegal dumping on Council land — respond to within three days



## PUBLIC AMENITIES MAINTENANCE

Amenities cleaning (low-use facilities) — twice weekly  
Amenities cleaning (high-use facilities) — daily Monday to Sunday  
Amenities cleaned reported issues — two days  
Public garbage bins — one to three times a week  
Public garbage bins (high-use area) — one to three times a week, weekends during Summer  
Public garbage bins (reported overflowing) — next working day  
Public recycling bins (reported overflowing) — two days



## MOWING PROGRAM (SUBJECT TO WEATHER)

Sports field — fortnightly  
Parks and playground — 15 times a year  
Roadside mowing (sealed roads) — eight times a year



## ENVIRONMENT

Respond to urgent pollution incidents — 24 hours



## EVENTS AND FESTIVALS

Events and festival approvals (not requiring a DA) — five days

