



Our commitment to you

This Charter shows our commitment to giving you professional, responsive, respectful, and friendly service and care in everything we do.

Our guiding principles

- **Responsiveness** – we aim to respond to all requests and enquiries quickly, considering appropriate resolution and results where practical.
- **Customer experience** – our customer service officers will take ownership of your query and aim to resolve it at your first point of contact. If this is not possible, we will explain how we can help you to progress your query.
- **Respect** – we will treat you with respect and politeness at all times; and expect the same in return.
- **Equality and equity** – all services will be provided equitably, without discrimination or bias. We aim to make sure those who need services and accommodations can access them and will respond to the diverse needs of our community.
- **Quality** – our service in all areas will seek to give good value to our community.
- **Access** – we aim to give you equitable access to the information you need. Our staff have a focus on continuous improvement to make sure you can easily work with Council and our staff.
- **Continuous improvement** – we seek to continuously improve our services for you. We welcome feedback and open communication and will use performance monitoring to improve your experience.
- **Your contribution** – whether you are a resident, business, worker, or visitor, we understand and value your contribution to developing our community and services.

Help us to help you

You can support us by:

- being courteous and respectful to our staff and other customers
- giving us complete, accurate, and updated information
- working with us to solve problems and find the best resolutions
- letting us know if there is something you do not understand
- giving us feedback so we can continue to give high quality services.

Community engagement

We will be transparent and accountable for our decisions and how they are made.

We aim to give clear and relevant information, engage on issues that affect our community, listen to our community and consider your needs and goals, and provide reasons for our decisions and how your feedback influenced them.

Key Performance Indicators – We will endeavour to:

- Respond to CARs within 15 days
- Maintain the number of open requests below 300
- We aspire to resolving 70% of your enquiries at first point of enquiry

Our contact standards

Online – our website gives comprehensive, accurate, relevant, and timely information for residents, businesses, customers, and visitors. You can ask for services and give information via our website. We are continually working to improve your experience when interacting with us online.

- **In person** – our Customer Service team is trained to resolve many face-to-face enquiries immediately. When this is not possible, we will take your query and may phone or write to you with an answer; or refer the matter to one of our subject-matter experts.
- **By telephone** – we will try to answer your call quickly and to resolve queries immediately. When your query needs expert attention, we aim to transfer your call only once. If your query needs more action or attention, we will let you know when we expect it to be resolved.
- **In writing** – for general queries, we will acknowledge or resolve your issue within 15 working days. For matters that cannot be resolved within that timeframe, we will contact you to let you know how we are progressing and when we expect to resolve your request.

No Wrong Door

We have a 'No Wrong Door' philosophy for our customers.

This means that no matter who receives your enquiry, it will get to the right person for action or response without you having to do anything else.

This doesn't always mean it will be resolved by your first contact person, but that they will refer to a more appropriate technical expert if required.

Your Requests & Feedback

We always welcome comments or suggestions to help us improve our service. Feedback can be given via our website, email, post, in person, or over the phone.

- **Requests for service** – where you need action taken or to report a problem, you can submit a Customer Action Request by telephone, in person, online, or through Snap Send Solve.
- **Complaints** – if you feel the service, you received has not met the terms of this Charter, you may make a complaint. Complaints should be sent in writing either online or delivered in person. We will treat your complaint as a priority and attempt to resolve it quickly. If you are not satisfied with the outcome of your complaint, you can ask for it to be reviewed.
- **Compliments** – where we have done something well, please take a moment to pass on your thanks. Compliments can help us improve our service, just like complaints do.
- **Performance evaluation** – we regularly use customer satisfaction surveys, community engagement, and third-party audits to collect feedback from our customers. This feedback helps us monitor and improve our services and how we deliver them to you.

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