

Coffs Harbour City Council

Customer Service Charter



Our Customer Service Goal

To provide excellent services to our customers and community that contribute toward the achievement of the *MyCoffs Community Strategic Plan*.

We expect all of our workers to be committed to pursuing excellence in their role and be proud ambassadors of our city.

We commit to the provision of Excellent Customer Service through:

- Prompt and efficient services
- Easy access to our services
- Assistance if required when using our services
- Friendly and professional service
- Accurate and consistent information

And that we will:

- Engage with you when decisions need to be made
- Make fair decisions
- Fix our mistakes willingly
- Report on our customer service standards to the community

How you can help us?

- Treat our workers in a polite and respectful manner
- Be honest and accurate in your dealings with us
- Work with us to solve problems
- Provide us with feedback on our services
- Respect community property

What you can expect when you contact us?

Telephone - your call will be attended to by a suitably trained worker who will make every effort to resolve your request at the first point of contact. If we are unable to resolve your matter at that time, we will ensure your request is referred to the most appropriate council worker/service area for resolution.

In person - we aim to resolve face-to-face requests at the first point of contact. When this is not possible, we will ensure your request is referred to the most appropriate council worker/service area for resolution.

In writing - we will respond to written correspondence within 7 working days of receipt. In situations where required investigation prevents this timeframe being met – we will contact you (within this time period), explaining the situation and providing an indicative timeframe of when an appropriate response will be received.

Online – our corporate website is a comprehensive source of information and may assist you with your enquiry/request in the first instance. Our website also allows you to transact with us online.

Our commitment is to embrace this charter. If we should fall short in any aspect, we encourage you to bring it to our attention so that the matter can be resolved.

Contact us

Email: coffs.council@chcc.nsw.gov.au

Web: www.coffsharbour.nsw.gov.au

Telephone: (02) 6648 4000

Postal Address:

Locked Bag 155 Coffs Harbour, NSW 2450

Stay connected with us

To keep up to date with Council news and events/ or to join us on social media go to our dedicated news room site at:

www.news.coffsharbour.nsw.gov.au