

# Coffs Harbour City Council

## Customer Service Charter



This charter sets out how we aim to serve our customers.

If we don't meet these standards, please tell us about it so we can do better.

### Our Customer Service Goal

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

We expect our workers to pursue excellence in their roles and to be proud ambassadors of our city.

### Our services will be:

- Prompt and efficient
- Easy to access
- Friendly and professional

### We will provide:

- Accurate and consistent information
- Help using our services if you need it

### We will also:

- Engage with you when we make decisions
- Make fair decisions
- Fix our mistakes
- Report on our customer service standards and performance to the community

### How you can help us

- Be polite and respectful to our workers
- 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?

**Phone or in person** – a trained Customer Service Officer will try to resolve your issue straight away. If they can't, they will refer your enquiry to the right council worker or service area to help you.

**In writing** – we will respond to your letter or email within 7 working days of receiving it. If we need more time to investigate, we'll let you know what we're doing and how long it will take us to give you a response.

**Online** – you can use our website to complete many transactions online. You can also find answers to many common enquiries we receive.

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#### Contact us

**Email:** [coffs.council@chcc.nsw.gov.au](mailto:coffs.council@chcc.nsw.gov.au)

**Web:** [www.coffsharbour.nsw.gov.au](http://www.coffsharbour.nsw.gov.au)

**Telephone:** (02) 6648 4000

**Postal Address:** Locked Bag 155 Coffs Harbour, NSW 2450

**In Person:** Customer Service Centre – 2 Castle Street, Coffs Harbour

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#### 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](http://www.news.coffsharbour.nsw.gov.au)