

The City of Newcastle Charter

Customer Service

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Customer Service Charter



We undertake to:

In General

- ◆ Make impartial and ethical decisions.
- ◆ Consult with the community on major decisions that may affect them
- ◆ Treat customers with courtesy, patience, sensitivity and attentiveness and provide clear and concise advice and information.
- ◆ Use information and Council resources responsibly and efficiently.
- ◆ Act in accordance with the law, Council's Code of Conduct and the Code of Meeting Practice
- ◆ Provide information for public inspection in customer service areas including Council policies and plans, community information brochures and newsletters, Council meeting agendas, information on the NSW Ombudsman and the Independent Commission Against Corruption (ICAC), development applications and other information on public exhibition.

Written Correspondence

- ◆ Acknowledge correspondence or provide an interim reply (with approximate date of completion) within 14 days.
- ◆ Respond to written correspondence by telephone where appropriate and record the response in Council's official recordkeeping systems.
- ◆ Ensure all correspondence includes the name and contact details of the officer dealing with the matter.

Telephone Calls

- ◆ Answer calls within five rings either in person or by automatic telephone answering service.
- ◆ Upon request, advise the caller of the full name of the officer answering, or the officer's supervisor.
- ◆ Record all significant calls in the form of a written file note in Council's official recordkeeping systems.

Availability of Staff

- ◆ Attend to customers at customer service help desks within 5 minutes.
- ◆ Make staff available for interviews either on request (making a mutually convenient appointment if the staff member is not available) or by prior arrangement during Council's hours of business.

Complaints

- ◆ The customer should raise the matter with Council's General Manager in the form of a complaint. The General Manager will investigate the complaint, in accordance with Council's Complaints Handling Procedures policy, and advise the complainant of the outcome in a reasonable time.
- ◆ If the complaint is justified, Council staff will explain the problem and outline what is being done to resolve the matter.
- ◆ If the complainant remains dissatisfied, the complainant can seek a review by the General Manager or approach the NSW Ombudsman, ICAC or the Department of Local Government.