

# CUSTOMER COMMITMENTS FACT SHEET

Georges River Council (Council) is committed to providing customers with excellent, responsive and appropriate services.

We aim to ensure that customers feel satisfied with their experience and informed about how we make decisions and take action.

This document outlines what customers can expect from Council, how they can access information, provide feedback, request a service or make suggestions to help us improve our services.

## OUR COMMITMENTS

Across all of our services and interactions, we strive to:

### 1. Put the customer first

We understand our customers' expectations and adapt our services to meet customer needs.

### 2. Make it easy

We make it as easy as possible for customers to access our services, information and people by being open and offering choice.

### 3. Inspire a culture of customer service

We motivate our team towards excellence in service delivery to build a culture where customer service is something we all do.

## WHAT CUSTOMERS CAN EXPECT

Customers can seek Council assistance online, over the phone, in person, by email or letter. However assistance is provided, we will deliver a consistent approach to customer service attending to enquiries accurately, promptly, and professionally.

Enquiries that cannot be addressed immediately will be referred to an appropriately skilled Council staff member to progress.

Enquiries not related to a Council function, will be referred to an appropriate service provider wherever possible.

## SERVICE REQUESTS

Customers can lodge a Service Request for the repair, maintenance or inspection of a Council service or function.

Providing accurate, detailed information when lodging a Service Request assists us to provide timely outcomes.

We will provide a Customer Reference Tracking Number for all Service Requests. Customers can seek progress updates of their request at any time by contacting Council and providing their Customer Request Tracking Number.

### Service request timeframes

Timeframes for completing Service Requests vary depending on the type and nature of the request.

We will contact customers within 10 business days of receiving their Service Request to provide feedback on the outcome or current progress of their request.

### Questionable and anonymous requests

Council treats all requests seriously. However, requests found to be malicious, frivolous or vexatious, as determined by Council's General Manager, will not be actioned.

Anonymous requests considered serious will be actioned only when enough information is provided for an investigation.





## CUSTOMER FEEDBACK

Customer wishing to provide feedback to Council on a service provided may do so by telephone, in person, in writing or electronically.

Compliments or suggestions will be acknowledged immediately by the provision of a Customer Reference Tracking Number. Positive feedback requiring action will be resolved within 10 business days.

### Complaint management

Customers who are not satisfied with a service provided or action taken by a Council employee are encouraged to lodge a complaint.

Timeframes for resolving complaints depend on the complexity of the issue.

All complaints received by Council will be acknowledged within 2 days.

General complaints will be resolved within 5 working days. Complex complaints requiring further investigation will be resolved within 10 business days. If a complaint cannot be resolved within 10 business days, we will contact the customer to provide a progress update and estimated timeframe for completion (see Council's Complaint Management Policy on Council's website for further information).

### Further action

Customers are encouraged to resolve complaints in partnership with Council in the first instance however, if a complaint remains unresolved or a customer is dissatisfied with Council's response, there are several agencies that can assist:

- **NSW Ombudsman**  
**Phone:** (02) 9286 1000 or 1800 451 524 (toll free outside Sydney metro)  
**Web:** [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)
- **NSW Office of Local Government**  
**Phone:** (02) 4428 4100  
**Web:** [www.olg.nsw.gov.au](http://www.olg.nsw.gov.au)
- **Independent Commission Against Corruption (ICAC)**  
**Phone:** (02) 8281 5999  
**Web:** [www.icac.nsw.gov.au](http://www.icac.nsw.gov.au)

## OUR EXPECTATIONS

To ensure we can provide the best possible service, we ask customers to:

- Treat our staff courteously
- Respect the privacy, safety and needs of our staff and other customers
- Provide accurate information and complete all relevant details on Council documents
- Record the Customer Reference Tracking Number provided
- Make an appointment with technical staff to discuss complex issues

Council staff will immediately terminate communication with customers who behave aggressively or use inappropriate language.



**GEORGES RIVER CIVIC CENTRE** | Corner MacMahon and Dora Streets, Hurstville  
**Opening hours:** Monday - Friday 8.30am - 5.00pm

**HURSTVILLE LIBRARY AND SERVICE CENTRE** | Corner Queens Road and Dora Street, Hurstville  
**Opening hours:** Monday - Friday 9.30am - 9.00pm, Saturday - Sunday 9.30 - 4.00pm

**KOGARAH LIBRARY AND SERVICE CENTRE** | Kogarah Town Square, Belgrave Street, Kogarah  
**Opening hours:** Monday - Friday 8.30am - 7.00pm, Saturday 10.00am - 4.00pm, Sunday 10.00am - 1.00pm