

Customer Service Charter



Our promise of
service to you

Our Customer Service Charter

As a customer of Eurobodalla Shire Council you can expect to be treated fairly and with respect.

We will:

- be helpful
- assist with your enquiry courteously and professionally
- clearly explain our answers and actions, and your options.

To help us help you, we ask that you:

- be courteous to our staff
- let us know when things change, for example, your contact details
- tell us when you think our service is less than satisfactory and when our service excels.

Dr Catherine Dale
General Manager 2017



Contacting Eurobodalla Shire Council

In person

Our customer assistance team can help with general queries and account payments, and will refer you to Council's specialist staff for other enquiries.

By phone

When you call us, you can expect that:

- our staff will identify themselves by name
- if we can't help you straight away, we will let you know when someone else can
- your phone message will be returned within 24 hours
- our After Hours Telephone Service will help you with urgent enquiries outside of business hours – call 1800 755 760.

By mail

When you contact us by mail, we will provide a response within 10 working days.



By email and through our website

When you email us at council@esc.nsw.gov.au or via "Contact Council" from our website, we will acknowledge your email within 24 hours and provide a response within 10 working days.

By sending emails to this central address, your email is logged and can be tracked and followed up through our records system. Only emails received at this address are logged.

Customer Service Request

When you let us know that Council needs to take action to fix something – for instance, repair damage to a public toilet – we record it in our Customer Service Request system. We will:

- give a reference number to quote if you wish to follow up
- respond to you about your request within 10 working days.

Find a list of all our contact details on the back page.



Staying in touch

Connect with us! Find out what's happening at Council and what we're doing in and around your community.



Subscribe to Council News, our monthly email newsletter at www.esc.nsw.gov.au/subscribe



www.facebook.com/EurobodallaShireCouncil



@inEurobodalla



@EurobodallaCouncil



www.esc.nsw.gov.au



Read *Living in Eurobodalla*, our print newsletter for residents delivered to your letterbox four times per year

RESPECT FOR YOUR PRIVACY

We collect, store, use, protect and disclose your personal information in accordance with the *Privacy and Personal Information Protection Act 1998*, and the *Health Records Information Privacy Act 2002*.

Contact details

- In person** Customer Assistance Centre
Corner Vulcan &
Campbell Streets, Moruya
Monday to Friday
8.30am to 4.30pm
- Phone** 02 4474 1000
For after-hours emergencies
call 1800 755 760
- Fax** 02 4474 1234
- Mail** PO Box 99, Moruya NSW 2537
- DX** DX 4871
- Email** council@esc.nsw.gov.au
- Web** www.esc.nsw.gov.au
Click 'Contact Council'
on the homepage
- Councillors** Find contact details at
www.esc.nsw.gov.au