

What to do if you are not satisfied

In order for works requests and complaints to be dealt with promptly, it is important that our customers understand our process.

Work requests can be lodged by calling our reception staff on 6471 4700 to lodge your request, alternatively you can send your request through to us by mail, email or via the WCC website.

If you are dissatisfied with the level of service you have received or feel your request has not been resolved, then we would encourage you to contact the person you have been communicating with regarding your request. Communicate your concerns and your expected outcome and allow the person the opportunity to resolve the situation.

If you feel the outcome is still unsuitable then you should make contact with the officer's supervisor and only after these avenues have been explored, direct your concerns to the General Manager

You will be requested to put your concerns in writing. You will be asked to give full details of your complaint and provide us with your name, contact address and telephone number and copies of any supporting documentation. Complaints will not be investigated by the General Manager if they are not requested in writing and addressed directly to the General Manager.

Our customers maybe asked to meet with Council staff and the General Manager during the investigation process. Your complaint will be fully investigated, and a response sent within 10 working days explaining what action Council is intending to take. If it is not possible to give a response within 10 working days, you will receive a letter explaining why.

If you are not satisfied with Council's response, you have the right of review by the Tasmanian Ombudsman. However, the ombudsman will not review complaints unless the Council has first investigated them. You can contact the Ombudsman's office by phoning 1800 001 170.

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Customer Service Charter



Our Promise to You

Our Vision

We are a proud community. One that is connected, enjoys our lifestyle surrounded by our unique natural heritage and works together for the benefit of the residents, business owners and visitors to our stunning Region.

Our Mission

We will work together in partnership to provide and continually improve the facilities, services and infrastructure that will serve the needs of our communities.

Our Values

Our vision is supported by a number of values that underpin the way we work together to achieve the West Coast Community Plan 2025.

What is the Customer Service Charter?

This Charter outlines the level of service that our customers can expect from the Council. It drives Councils commitment to continually strives to provide a well-managed, cost effective and operationally efficient, customer focused organisation that connects with all its stake holders.

Why do we have a Charter?

The Charter explains Councils commitment to service delivery and outlines the acceptable timeframes for follow up responses and action items.

The Charter outlines Councils process in lodging a complaint and how to progress that lodgement should you feel dissatisfaction with the progression or service delivery experienced during the process.

Who are our customers?

Council engages with a wide range of customers and stakeholders while performing our Council business activities. Our customers include (but is not limited to) individuals, businesses, organisations, government agencies, schools and visitors to the area. Our internal customers include Councillors, managers and other staff based at Council offices, depot's, and swimming pools, etc.

Commitment of our staff

Council staff are committed to performing their duties with:

- honesty
- professionalism
- fairness
- timeliness
- regard to public interest
- courtesy
- conscientiousness
- integrity and respect
- confidentiality

We will:

- communicate with you professionally and in plain language which is easily understood
- tell you what we are doing and why we are doing it
- advise you of our processing times
- treat your inquiry with fairness, integrity, privacy and confidentiality
- arrive on time for meetings and appointments
- answer the telephone within four rings
- generally, respond to correspondence within 10 working days
- make Council agendas available at reception and Council agencies
- pay our creditors within payment terms
- have the reception area staffed at all times
- collect revenue in a timely and professional manner

Our services include:

- planning approval permits
- stormwater service location and plans
- collection of rates and general revenue
- rates and valuation enquiries
- property information
- immunisation clinics
- hire and maintenance of community facilities
- town infrastructure services and maintenance
- animal control
- food handling inspections
- cemeteries and burial records
- playgrounds, sports and recreation grounds
- records management
- visitor information
- parking control
- community development
- economic development
- continuous improvement

You can help us by:

- promptly supplying any information or supporting information, that may assist with the progression of your application or enquiry
- advising if your personal information changes, and keeping your contact information current
- meeting your commitments to us on time
- advising us if you are unable to meet those commitments, so we have an opportunity to work with our customers for positive outcomes.
- treating our staff with courtesy and respect.

Service standards

With an aim to continually strive for better service standards, Council has developed service standards to aid our customers to measure our performance, and to assist our Customers in the event they need to escalate a complaint.

Improvement to service delivery is a continual process. Council is committed to providing efficiency through quality and value for money service and delivery. Council welcomes any opportunity to improve the way in which it delivers its services and welcomes your constructive comments.