



Ashfield Council



Ashfield Council

REQUIRED SERVICE	OUR STANDARD
Answer your telephone call	Within 5 rings
Return your call	By the next working day
Reply to general correspondence	Within 10 working days
Respond to general requests	Within 10 working days
Keeping you informed	Notify you if there is a delay in our service commitment within 10 working days
Missed visits – we will leave a “visit card” with contact details if we call to your residence and you are not at home	100% of the time
If Council can't provide the service you require, we will endeavour to refer you to where the service may be available	100% of the time
Dogs Respond to urgent dog requests	7 days a week
Environmental Health Respond to food complaints	Within 5 working days
Roads and Footpaths Inspect and assess urgent requests about damage	Within 2 working days
Waste Missed Garbage collection	Within 2 working days
Any Safety Matter That places the community at risk	Immediately
Drainage Issues Inspect and assess urgent requests	Within 3 working days
Dumped Rubbish Inspect and collect	Within 5 working days
DA's Determination from lodgement	Within 50 working days
Noise Respond and investigate	Within 5 working days

Contact Details

In Person

260 Liverpool Road, Ashfield

Council offices are open Monday to Friday

Enquiries: 8:30am – 5:00pm

Cashiers: 8:30am – 4:00pm

By Phone 02 9716 1800

By Fax 02 9716 1911

By Email info@ashfield.nsw.gov.au

In Writing

The General Manager

PO Box 1145

ASHFIELD 1800

COUNCILLORS

Contact details for the Mayor and Councillors are located on the Council's website.

www.ashfield.nsw.gov.au

EXTERNAL ORGANISATIONS

The Ombudsman
www.ombudsman.gov.au
Phone: 02 9286 1000

Department of Local Government
www.dlg.nsw.gov.au
Phone: 02 4428 4100

ICAC
www.icac.nsw.gov.au
Phone: 02 8281 5999

Customer Service Charter

Our Customer Service Charter sets out in plain language:

- What services we provide
- What standard of service we will provide
- How those service levels will be measured
- What you can do if we don't meet those standards

Why a Customer Service charter?

The **Ashfield Council Customer Service Charter** sets out Council's service standards, and explains what you - as our customer - can do if we have not delivered a service to that standard.

The **Ashfield Council Customer Service Charter** has been developed to further build and enhance relationships and partnerships with our community and customers, and to enable a system for continuous improvement to our levels of customer service.

Who are our customers?

Our customers are any person or any organisation that has any form of dealings with Council. This includes residents, ratepayers, shopkeepers, business operators, Council staff, contractors and elected members.

What do we ask of you?

- To treat our staff with mutual respect.
- To respect the rights of other customers.
- To provide accurate and complete information in your dealings with us.
- To respect the community in which we live.
- To work with us to solve problems.

How will we measure our service?

- We will report quarterly on our service levels.
- We will regularly survey our community.
- We will invite written feedback at all Council customer service points.

What can you expect from Ashfield Council:

- **We will** have our customer service counters attended at all times.
- **We will** answer and return telephone calls promptly.
- **We will** greet you in a friendly way and identify ourselves.
- **We will** respect, listen and respond to your concerns within service standards.
- **We will** communicate clearly, accurately and in plain language.
- **We will** keep you informed of the progress of your enquiry.
- **We will** respect your privacy.
- **We will** be helpful and sensitive to your needs.
- **We will** support our community's cultural diversity
- **We will** work with you to solve problems, and refer you to an appropriate organisation if we are unable to meet your request.

Complaints

"Complaints" are different from "Requests For Service".

A "complaint" results if you are not satisfied with our service standards in any respect, or if we have made a mistake.

If this happens, please bring your complaint to us directly so that we can resolve the issue, and improve our service for the future. Our *Complaints Handling Policy* guides how we deal with your complaint.

All staff are responsible for dealing with complaints relating to their area. You may contact the staff member who is dealing with your request and they will work with you so that the matter can be resolved.

A complaint can be made by phone, in person, in writing or by email. We will try to resolve the complaint as quickly as possible and get back to you by your preferred method of response.

Whilst most problems can usually be resolved quickly, there are times when detailed investigation is required. If it will take time, we will keep you informed of the progress of your complaint.

If your complaint is a particularly serious or complex matter, please put it in writing and address it to the General Manager who will personally arrange for the appropriate Manager to deal with it, and respond to you.

If you are then still not satisfied with our resolution to your complaint, you can contact the NSW Ombudsman, ICAC or the Department of Local Government as appropriate.

