

Customer Service Charter



Uralla Shire Council is committed to working in partnership with our community to deliver projects and services focused on excellent customer service.

Our staff are committed to our values, these values are reflected in their roles.

Our values are:

Unity: We succeed as a team with integrity and accountability

Safety: Keeping our people and community safe

Commitment to Service: We use resources efficiently in an equitable manner.

Our customer service principles are:

Respect: All people are equal

Accountability: In the interests of the community

Honesty: We act on facts

Efficiency: Value-for-money use of resources

Equity: We are genuinely fair

Communication: We are clear and concise

Professionalism: We are reliably good.

We commit to...

- Greeting you with a smile and introducing ourselves with our first name
- Communicating clearly and listen carefully
- Making things as simple as possible for you
- Providing accurate, prompt, friendly, courteous and professional service
- Keeping records including audio recordings of interviews and meetings
- Acknowledging all written correspondence and promptly provide a detailed response within 10 working days, and where further investigation is required you will be notified of a completion date
- Providing after-hours services and response for emergency incidents
- Seeking feedback on our service
- Responding to telephone calls within one business day

We ask you to...

- Be complete and accurate in your dealings with us
- Work with us
- Give respect and courtesy to other customers and Council staff
- Make an appointment for complex issues
- Emails be directed to council@uralla.nsw.gov.au
- Phone calls to be placed through our Service Centre on 6778 6300

Providing us feedback...

Please share your service experiences directly with us.

www.uralla.nsw.gov.au/Council-Services/Contact-Council

Call us on 6778 6300

Email us at: council@uralla.nsw.gov.au

Our Website is: www.uralla.nsw.gov.au

Send us mail to: Uralla Shire Council, PO Box 106, URALLA NSW 2358

