

Customer Service Charter

*Our Place...
Our Future*

Our charter sets out the standard of customer service we will offer you as we aim to deliver a range of quality services to meet your needs.

Council staff will treat you with respect and professionalism and expects that in return you will treat them accordingly.

Council's vision

The vision statement for the Lithgow Local Government area is:

"A centre of Regional excellence that:

- Encourages community growth and development
- Contributes to the efficient and effective management of the environment, community and economy for present and future generations."

Council's Service Commitment

- Treat you fairly and with respect
- Offer friendly and polite service
- Deal with your comments, suggestion and complaints positively
- Respond to your enquiries promptly and efficiently
- Act with integrity and honesty
- Focus on solutions for you, the customers where possible
- Value your personal information by maintaining your confidentiality.

When you visit we will

- Be open from 8.15am to 4.30pm Monday to Friday at the Customer Service Centre situated at 180 Mort Street, Lithgow
- Accept payments between the hours of 8.30am to 4.00pm Monday to Friday
- Endeavour to attend to you as quickly as possible in a professional and helpful manner
- Personally identify ourselves to you
- Provide safety instructions and directions for your appointments.

When you telephone we will

- Answer switchboard calls as quickly and efficiently as possible
- Answer phones by clearly stating good morning/ good afternoon and our name
- Divert calls to another staff member when necessary
- Take a message if the person required is unavailable and arrange for someone to call you back as quickly as possible.

When you write we will

- Strive to respond to all correspondence received within 14 days
- Send all correspondence to council's record section for recording
- Accept correspondence written, faxed or emailed.

Complaints

- Council has a formal Customer Service Policy which outlines the standards for the actioning of complaints in a prompt, timely and private matter.

Hours of Business

- Visit the Council Website for hours of business for all other sections of Council including Libraries, Visitor Information Centre and Eskbank House.

For more information and to view our Customer Service Policy please visit our website, or contact us using the details below.

Lithgow City Council
180 Mort Street Lithgow
Ph 02 63549999
www.council.lithgow.com