

Customer Service Charter

Our Customer Service Promise

- ✓ Baw Baw Shire Council is committed to providing helpful, friendly and efficient service.
- ✓ Every Council employee will engage with customers to ensure they experience excellent levels of service and satisfaction.
- ✓ We offer a prompt and professional service.
- ✓ Our staff are approachable and well informed.
- ✓ Our team welcomes the opportunity to assist you.

How we serve you:

- ✓ We answer enquiries promptly.
- ✓ Our correspondence will be clear and concise and address issues or concerns you may have.
- ✓ We make it easy for you to access community services and corporate information.
- ✓ We take ownership of your request and where we cannot assist you in the first instance, we will provide a reference number to keep track of your enquiry until it is resolved.
- ✓ We provide an emergency after hour's service and will respond to urgent/emergency issues.

How to contact us:

+61 3 5624 2411

+61 3 5622 3654

bawbaw@bawbawshire.vic.gov.au

Live Chat www.bawbawshire.vic.gov.au



Our Service Standards

We aim to:

- Answer all phone calls within 30 seconds.
- Respond to all telephone messages within two business days.
- Respond to online or social media enquiries within three business days.
- Respond to mail or email enquiries within 10 business days.
- Provide access to interpreters by arrangement and translate Council material, as appropriate, in alternative formats.
- Register and inspect all reports of an emergency and non-emergency nature.
- Inspect all reports of non-emergency issues such as road or tree issues within 10 business days.
- Manage all feedback and complaints promptly via our robust feedback process.

For a copy of our feedback and complaints process, please call 5624 2411, or email bawbaw@bawbawshire.vic.gov.au or drop into one of our service centres at Drouin and Warragul.