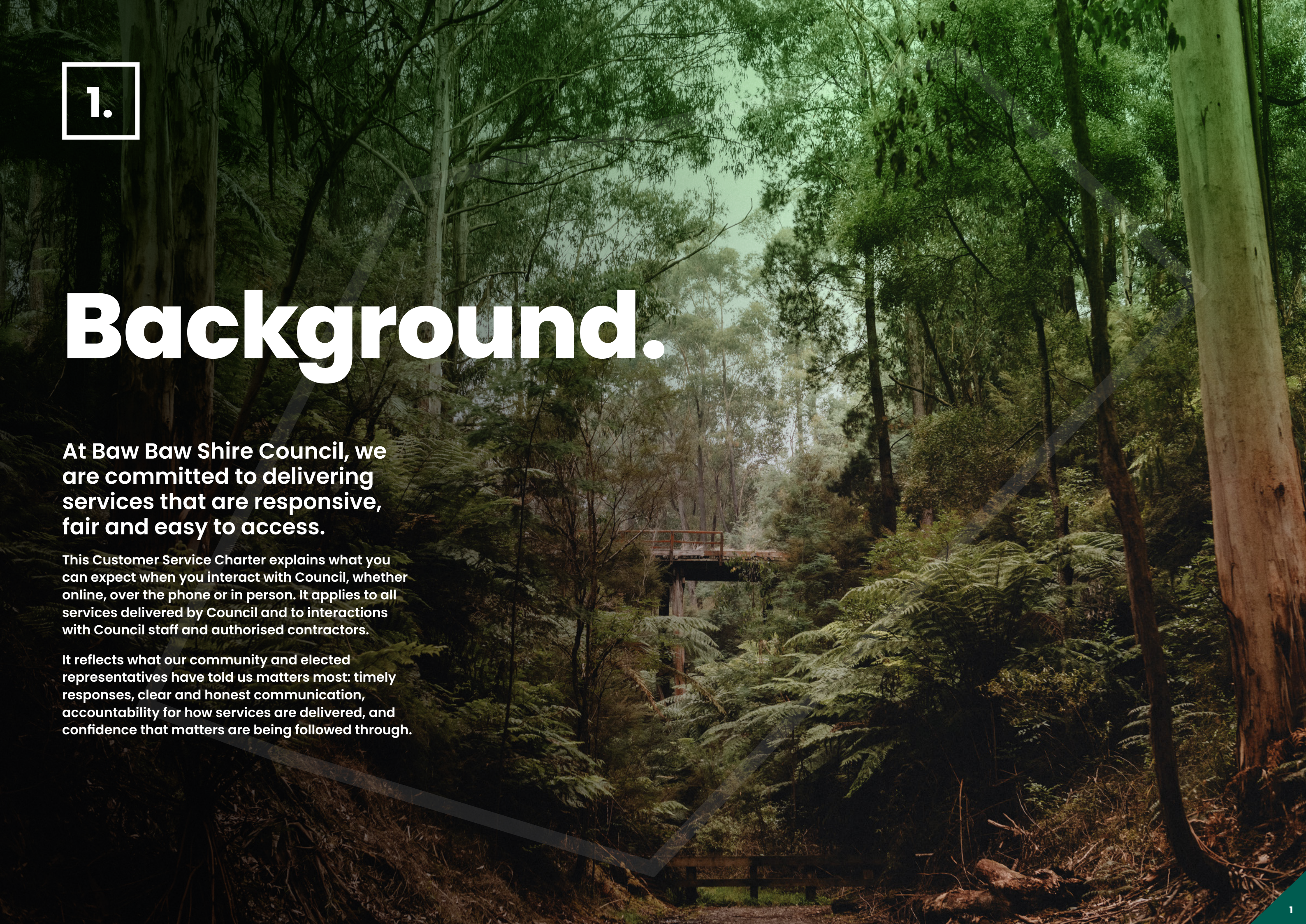




BAW BAW SHIRE COUNCIL

Customer Service Charter.





1.

Background.

At Baw Baw Shire Council, we are committed to delivering services that are responsive, fair and easy to access.

This Customer Service Charter explains what you can expect when you interact with Council, whether online, over the phone or in person. It applies to all services delivered by Council and to interactions with Council staff and authorised contractors.

It reflects what our community and elected representatives have told us matters most: timely responses, clear and honest communication, accountability for how services are delivered, and confidence that matters are being followed through.

Our commitments to our Customers.

Charter Commitment	What it means for Customers
 RESPONSIVENESS	We respond promptly and let you know what will happen next. Where matters take time to resolve, we explain the next steps and keep you informed of progress.
 CLARITY AND TRANSPARENCY	We communicate clearly and explain our decisions, processes and timeframes in plain language. When we cannot take action, we are upfront about the reasons and the limits on what Council can do.
 RESPONSIBILITY FOR OUR SERVICE	We take responsibility for how our services are delivered. Each enquiry or request is assigned to a responsible team who manages the matter, communicates with you, and sees it through to completion.
 RESPECT AND FAIRNESS	We treat people respectfully and professionally in every interaction. We listen to concerns and apply our processes fairly and consistently.
 ACCOUNTABILITY	We set service standards to support our commitments and monitor how well we meet them. We report our performance to Council and use this information to strengthen accountability and oversight.
 CONTINUOUS IMPROVEMENT	We welcome feedback and complaints when our service does not meet expectations. We use this information to identify service issues and improve how we work.



3.

Response Times.

When you contact Council, we aim to respond to you promptly and efficiently.

Phone, live chat or in person:

We will aim to respond immediately or minimise your waiting time.

Digital, including Email or Snap Send Solve:

We will acknowledge your message within one business day.

When you ask a question:

We will aim to resolve your enquiry at first contact. If further work is required, we will contact you within five working days with either an answer or an update outlining the next steps and when you can expect further information.





4.

Resolution Times.

After you contact us, we will record your enquiry or request in our system and provide you with a reference number so that your individual request can be tracked.

When you report an issue or request a service:

When you report an issue or request a service, we will manage it in line with Council processes. We will keep you informed of progress and explain any constraints that affect how the matter can be addressed.

Council will progressively develop service standards for different types of enquiries and requests to support clearer expectations and stronger accountability. These standards will be used to monitor performance and report progress to Council.



5.

If you are unhappy with our **Service.**

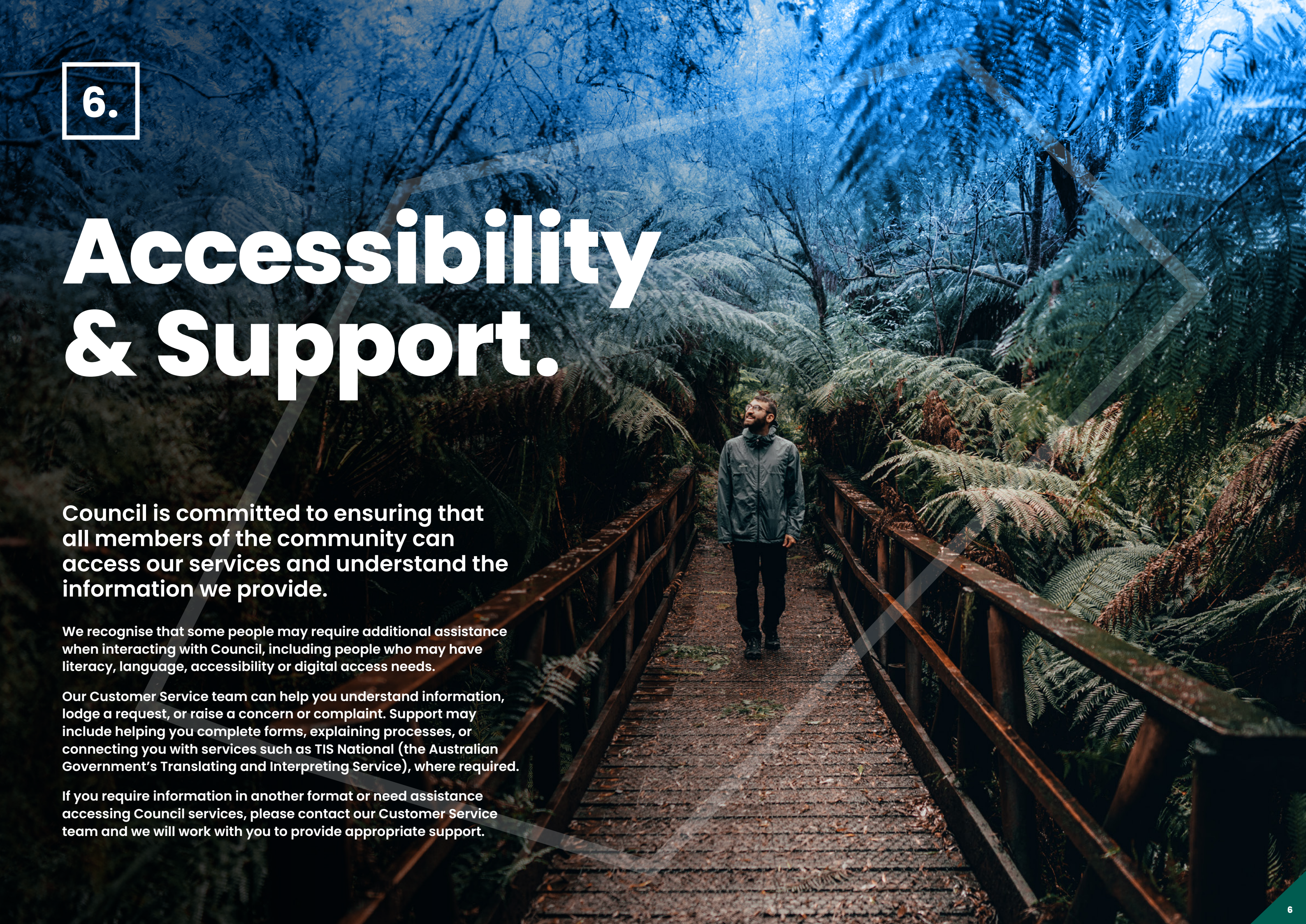
We're committed to doing our best, but if our service does not meet the commitments set out in this Charter, we want to know.

You can raise a complaint if you are dissatisfied with how a service was delivered, a decision that was made, or how you were treated. Making a complaint will not disadvantage you.

We take complaints seriously and aim to address them fairly and promptly. Where possible, we will seek to resolve issues early. Even where a decision or outcome cannot change, we will explain the reasons and review how the service was delivered.

Complaints help us identify service issues, improve our processes, and strengthen accountability. We use complaints information, alongside service standards and performance reporting, to improve how we work.

Information about how to make a complaint is available on our [website](#) or by contacting Council directly.

A man in a grey jacket and dark pants is walking away from the camera on a wooden boardwalk that winds through a dense forest. The forest is filled with large, vibrant green ferns and tall trees, creating a canopy overhead. The lighting is soft and natural, suggesting a daytime setting. The boardwalk has wooden railings on both sides.

6.

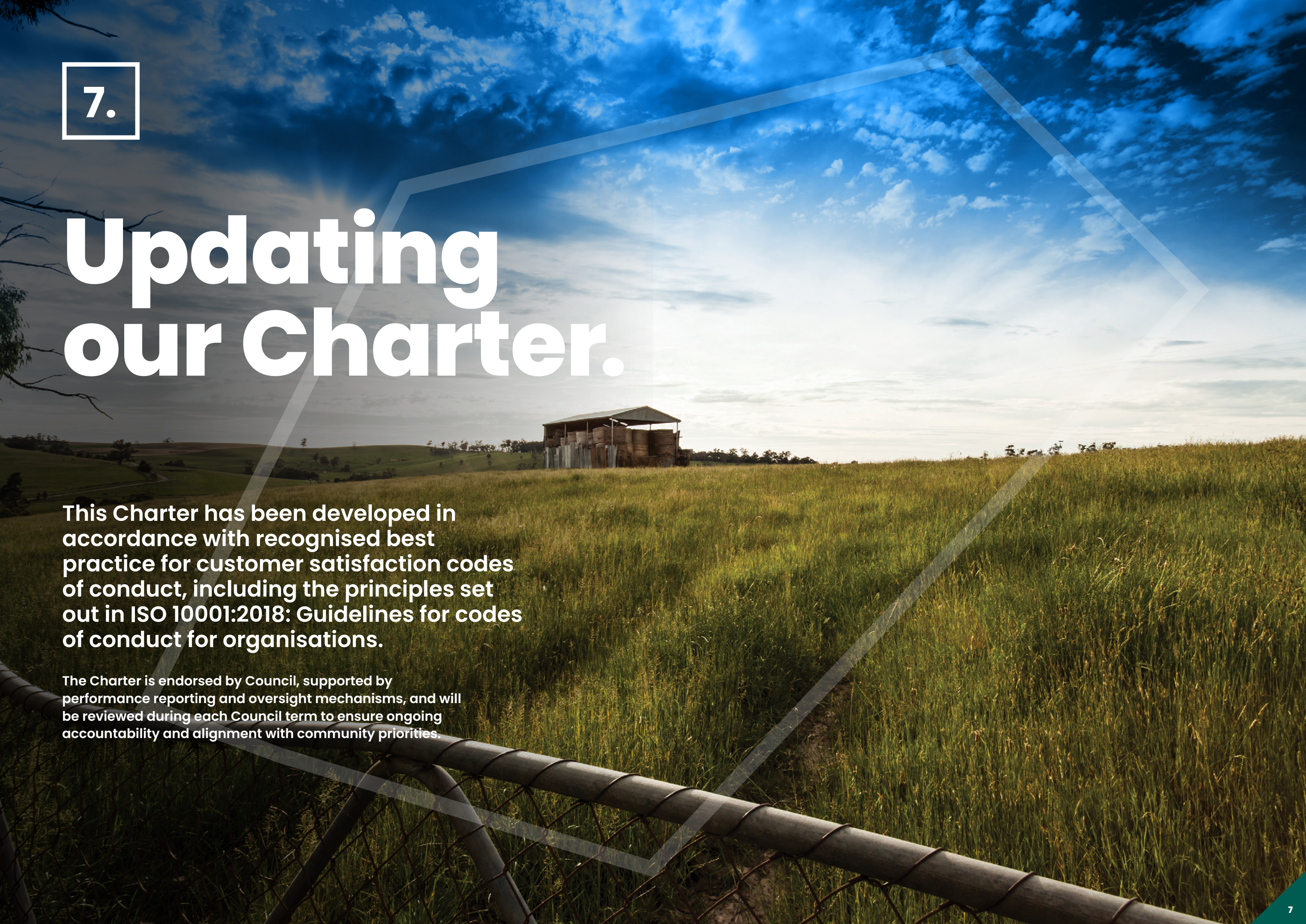
Accessibility & Support.

Council is committed to ensuring that all members of the community can access our services and understand the information we provide.

We recognise that some people may require additional assistance when interacting with Council, including people who may have literacy, language, accessibility or digital access needs.

Our Customer Service team can help you understand information, lodge a request, or raise a concern or complaint. Support may include helping you complete forms, explaining processes, or connecting you with services such as TIS National (the Australian Government's Translating and Interpreting Service), where required.

If you require information in another format or need assistance accessing Council services, please contact our Customer Service team and we will work with you to provide appropriate support.



7.

Updating our Charter.

This Charter has been developed in accordance with recognised best practice for customer satisfaction codes of conduct, including the principles set out in ISO 10001:2018: Guidelines for codes of conduct for organisations.

The Charter is endorsed by Council, supported by performance reporting and oversight mechanisms, and will be reviewed during each Council term to ensure ongoing accountability and alignment with community priorities.



Contact us.

We're here to help!

For more information, please contact Council's Customer Service team on 1300 229 229 or by email at bawbaw@bawbawshire.vic.gov.au