

Glenorchy City Council Customer Service Charter

Council's Purpose and Values

Our Purpose

We are a welcoming Council, representing our community and providing services to make Glenorchy a better place every day.

Our Values

People

We value our diverse and welcoming community. We believe that each person is equal and has a positive contribution to make, with their rights respected and their opinions heard and valued.

Place

We work together to future proof our City so we can enjoy a good quality of life and a safe, sustainable and healthy environment. We respect our heritage and have pride in our City.

Opportunity

We value innovation, flexibility and imagination and strive to create social and economic choices and opportunities for all.

Together

We commit to work as a united Council team to build relationships and partnerships within and outside our community to make a difference in Glenorchy.

Accountable

We are accountable to each other and the Glenorchy community for the difference we make to the life of our City.

We value all customers to GCC and we will:

- Greet you in a friendly way
- Treat you with respect, courtesy and professionalism
- Be helpful, sensitive and listen to your needs
- Answer your telephone call to our Contact Centre on average within a minute
- Provide you a counter service time that is as efficient as possible, with minimal waiting times
- Answer your telephone message within 2 working days
- Acknowledge your letters or emails within 5 working days
- Action your requests in line with our Service Level Agreement's timeframes

How you can help us to help you:

- Treat our staff with mutual respect
- Respect the privacy and rights of other community members
- Give us accurate and complete information to work with
- Work with us to solve problems
- Give us feedback on how we can continue to improve our service

Complaint or Service Request?

When you contact us, most likely you will be lodging a service request with us. A service request is lodged when you would like action taken on an issue in our municipality. For example, a pothole in the road that needs repair, a missed waste bin collection, or to tell us about a barking dog that is causing a nuisance. We welcome any of your requests or suggestions. Council will track your request and will pass it onto the relevant department for action.

When you are not happy with the service you have received from Council, or how we handled the service request you lodged, you may lodge a complaint with us. You can make a complaint face to face over the counter, by telephone or in writing (by email or letter). We will treat all complaints seriously, confidentially, in a professional manner and in line with Council's Complaints Management Policy.

What does Council do with a complaint?

We will register your complaint and send it to the relevant department for investigation. We will make sure we acknowledge your complaint by phone or in writing within five working days. We will aim to provide a response to your complaint within 15 working days. While most issues can be fixed quickly, some may take time, so we will keep you informed about the progress of your complaint if it is likely to take longer to investigate.

What if you are not happy?

We are confident that most complaints will be fixed quickly. However, if you are not happy with the outcome of a complaint you may write to the General Manager of Glenorchy City Council and ask for the matter to be reviewed.

Reporting of complaints

The General Manager will provide an annual report to Council on the number and nature of complaints received as required under section 339F of the Local Government Act 1993.

What do you do if you are still not happy?

If you are still not happy with the result after the General Manager's review, you have the right to seek an external review from an outside agency. Agencies that may be able to assist are:

Ombudsman Tasmania

NAB House, L6, 86 Collins St, Hobart TAS 7000
E: ombudsman@ombudsman.tas.gov.au | Ph: (03) 6166 4566 or 1800 001 170 | Post: GPO Box 960, Hobart TAS 7001

Equal Opportunity Tasmania

Level 1, 54 Victoria Street, Hobart 7000
Ph: (03) 6165 7515 / 1300 305 062 | Text: 0409 401 083
E: office@equalityopportunity.tas.gov.au
Post: GPO Box 197, Hobart TAS 7001

Commissioner for Children and Young People

Phone: (03) 6166 1366 | Email: childcomm@childcomm.tas.gov.au
childcomm.tas.gov.au

The Director of Local Government

Level 5, 15 Murray Street, Hobart 7000
Ph: (03) 6232 7022 | E: localgovernment@dpac.tas.gov.au

How to talk to us:

- In person, 8:30am - 5:00pm (Mon-Fri) at 374 Main Road Glenorchy
- By phone, 8:30am - 5:00pm (Mon-Fri) (03) 6216 6800
- Translating and Interpreting Service (TIS) is available in person or by phone
- By email to gccmail@gcc.tas.gov.au
- By letter to PO Box 103 Glenorchy TAS 7010
- Via Council's website at www.gcc.tas.gov.au



At Glenorchy City Council we are committed to our community and to giving our customers outstanding service. This Customer Service Charter outlines how we will endeavour to serve you and what you can do if you believe we have not delivered to those standards. We look forward to serving you well!