

LatrobeCity

Customer Service Charter





Our Commitment to Customer Service

Latrobe City Council is dedicated to providing first class service to everyone – from customers who reside in the municipality to businesses looking to relocate here.

At Latrobe City Council, our staff ensure that every customer is treated in a friendly, positive and professional manner.

Our staff listen to customers' needs, provide a pleasant experience and welcome feedback so that we can continue to improve service levels.

We strive to ensure complaints are resolved and see complaints as an opportunity to improve our service to the community.

Our staff aim to make decisions that are consistent, fair and in line with Council policies and legislation.

By providing customers with choices about how they receive information, we ensure the information, resources and services we provide to our community are accessible to all.

I hope that your experience in interacting with Council is enjoyable and we look forward to serving you again.

Steven Piasente,
Chief Executive Officer,
Latrobe City Council.

At Latrobe City Council, customers are our central focus. Our priority is to provide a positive customer experience, and to the best of our ability, meet our community's needs and expectations.

We will:

- Identify ourselves by providing our name.
- Ensure each customer is treated in a friendly, positive and professional manner.
- Actively listen as we seek to understand our customers' needs.
- Seek feedback from our customers and measure our success against that feedback.
- Recognise that complaints are an opportunity to improve our service.
- Make decisions that are consistent, fair and in line with Council policies and legislation.
- Provide choices in our delivery methods so the information, resources and services we provide are accessible to all.



Our Service Standards

In Person

- We aim to resolve your enquiry immediately.
- If an enquiry requires further action you will be provided with the expected resolution date.

Telephone

- We aim to answer all incoming calls within 90 seconds. Where this is not possible, we will ensure there is an option to leave a message for your call to be returned.
- We aim to resolve your enquiry immediately.
- If an enquiry requires further action you will be provided with the expected resolution date.
- Should your call require specialist attention, we will introduce you to the relevant officer who can provide the service you require.

- We aim to respond to customer phone calls within two working days.
- All requests for service via our **1300 367 700** number will be logged into our Customer Request System and customers will be provided with a reference number. This will allow us to quickly identify your request if you have further related enquiries.

Email

- All emails sent to latrobe@latrobe.vic.gov.au or online enquiries via the Latrobe City Council website will receive an automated acknowledgment within one business day. Your email will then be directed to the relevant officer who will contact you using your preferred communication method.
- We aim to respond to all enquiries within 4 working days of receipt. If further action is required you will be provided with the expected resolution date.





Written Correspondence

- We aim to action or acknowledge your written correspondence within 10 working days of receipt.
- If the enquiry cannot be resolved within 10 working days, you will be provided with the expected resolution date.
- We will ensure all relevant information received is registered in our approved corporate systems.

Website

- We will provide current, accurate and timely information.
- We will use easy to read language, avoiding jargon.
- We will offer various feedback channels.

Social Media

- We will ensure that all social media assets are continually checked during business hours, Monday – Friday 8.30am - 5pm.
- We will ensure that all requests for service or information be acknowledged or responded to within one business day of the post being made.

Our Complaint Resolution Process

If you feel you have not had a satisfactory experience with a service we have provided or if you feel we have not complied with our policies and procedures, we would like to hear about it.

For further information please refer to our Complaints Handling Framework on our website.



Our Vision

Latrobe City Council will take pride in delivering services that help to support a stronger, brighter and healthier community.

We strive to:



ACCOUNTABILITY

We will be accountable to our customers ensuring the highest level of service is provided at each interaction.



COLLABORATIVE

We acknowledge the importance of customer service both externally and internally. We will work collaboratively with ALL customers.



INNOVATION

We will focus on innovation to ensure we make it easy for customers to access us and our services.



TRUSTWORTHY

We will be trustworthy and strive to understand our customers, their needs and to know our business.



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LatrobeCity

How to Contact Us

Visit us in person at:

- 141 Commercial Road, Morwell
- 63-65 Elgin Street, Morwell
- 34-38 Kay Street, Traralgon
- 1-29 George Street, Moe
- 9-11 Philip Parade, Churchill

Phone: 1300 367 700
including after hours for emergency services.

Fax: 5128 5672

Write to us at:

Mail: Latrobe City Council
PO Box 264
Morwell VIC 3840

Website : www.latrobe.vic.gov.au
Email: latrobe@latrobe.vic.gov.au
TTY: National Relay Service: 13 36 77

Social Media: facebook.com/LatrobeCity
instagram.com/LatrobeCityCouncil
twitter.com/LatrobeCity