

CUSTOMER EXPERIENCE CHARTER



The Customer Experience Charter outlines Council's commitment to delivering consistent, accessible and high quality experiences for every customer who interacts with us.

Visit Council offices in person:
41 High Street, Wedderburn
Monday to Friday, 8.15am to 4.45pm

Loddon Visitor Information Centre: Wilson Street, Wedderburn
Monday to Saturday 9.00am to 5.00pm, Sunday and Public Holidays 10am to 4pm
Closed Good Friday, Anzac Day and Christmas Day.

Our commitment to you

Loddon Shire Council is committed to delivering high quality customer service and creating meaningful opportunities for ratepayers and residents to access Council information, services and support.

We recognise that every interaction shapes how the community experiences Council.

When interacting with Council you can expect:

- > friendly and courteous officers that treat you with respect
- > responsiveness and requests followed up to advise you of the status of your enquiry as required
- > to have your feedback heard
- > appointment times to be kept
- > we will be realistic about what we can do and in what timeframes
- > will endeavour to satisfy your request at the time of your visit
- > that your privacy and confidentiality of the information discussed will be maintained.

Our interaction types include:

In Person / Phone / E-mail / Online / Community engagement / Written Correspondence.

Understanding your enquiry

We define your enquiry so that we close the loop and deliver a positive customer experience. Our definitions include:

- > **A request** – when you contact Council to seek assistance, access a new service, obtain advice or report an issue that Council is responsible for managing
- > **A complaint** – when you contact Council in person or by writing to express your dissatisfaction because:
 - a service or action was not good enough
 - something is taking too long
 - you don't agree with a decision or policy
- > **General business** - information based transactions where information is shared without asking an officer to act or deliver a service
- > **Feedback** - is a comment, suggestion, or compliment from you that helps us understand what we are doing well and where we can improve.

Access and Inclusion

We will ensure that services are accessible and flexible to meet the diverse needs of the community. This includes providing:

- > accessible counter options for customers who require in person support
- > assistive technology and accessible information
- > virtual meeting options to increase convenience and reduce access barriers

- > contemporary and traditional interaction types to suit diverse preferences
- > reliable after hours emergency service to support the community when issues arise.

Your voice matters, our complaint process

Council is committed to service excellence and recognises your right to make a complaint. Complaints provide Council valuable insight into how our services are working and offer important opportunities to address issues and improve the way we operate.

The Complaint Handling Framework outlines Council's commitment to providing a fair and consistent process for customers making a complaint and is available on Council's website at <https://www.loddon.vic.gov.au/Our-Council/Complaints-or-suggestions>, where customers can lodge a complaint, or provide feedback online.

Council also welcomes our community members to "Report an Issue" via <https://www.loddon.vic.gov.au/For-residents/Report-an-issue>. This service provides a simple and accessible way for residents to notify Council about matters affecting the community. Including maintenance, environmental, safety issue concerns, or other local matters requiring Council attention.

Reports submitted through this portal are received directly by Council staff and are assessed promptly to ensure timely response and resolution.



Alternatively, customers can contact Council by email at loddon@loddon.vic.gov.au or by phone to the service desk on (03) 5494 1200.

Council engages with the community in decision making processes. To connect and engage with Council, and find out the latest updates on projects, developments and items impacting your local communities, visit Connect@Loddon.

Measuring and improving our quality of service

We are committed to continually enhancing the services we deliver. By consistently measuring our performance, we can identify opportunities for improvement and strengthen the quality of service we provide.

Our commitment to improvement includes:

- > evaluating your feedback via Council's engagement and feedback platforms
- > conducting regular community engagement sessions to gather insights and feedback
- > training and supporting Council officers to provide excellent service and improvements
- > preparing reports to assess our performance against these service standards
- > celebrating staff who deliver an excellent customer experience and strive to uphold the organisational values.

How you can help us meet these standards

To assist us in providing excellent customer service we need your help by:

- > using appropriate channels for customer requests, concerns, and feedback
- > by email loddon@loddon.vic.gov.au or phone (03) 5494 1200 or visit <https://www.loddon.vic.gov.au/Our-Council/Complaints-or-suggestions>
- > being courteous to our Council officers and treating them with respect
- > providing Council officers with accurate and up to date information
- > being respectful of other customers

- > booking an appointment if you have an enquiry that may require technical or specialised need
- > quoting a reference number, property number or name of the person who initially contacted you when calling a Council Officer
- > working positively with us to help solve problems to reach your desired outcome.

Service standards

When visiting any of our centres or buildings, we will greet you in a timely manner and attend to your query promptly. Appointments are recommended if you wish to meet with a particular person or department.

Telephone requests to the service desk during open hours: (03) 5494 1200, 8.15am to 4.45pm Monday to Friday

- > All telephone calls to the service desk will be answered promptly.
- > Callers will be greeted by a Council officer clearly identifying themselves.
- > Telephone messages to the service desk will be returned the same business day.

Telephone requests direct to individual departments or Council officers

- > Callers will be greeted by a Council officer clearly identifying themselves and their service area
- > If calls are not able to be answered, telephone messages will be returned within two business days.
- > Where the officer is on leave, arrangements will be made to ensure that the timeframes stated above will be adhered to.

Council email:
loddon@loddon.vic.gov.au

Council website:
www.loddon.vic.gov.au

When you contact Council via the main email address (loddon@loddon.vic.gov.au), you will promptly receive acknowledgement confirming that your email has been received. The email will then be assigned to a Council officer for review.

Emails to individual departments or Council officers

When you email an individual department or Council officer with a request or complaint the Council officer will issue a response to you within two business days of receiving your request to provide you with a personalised acknowledgement including contact information and a timeframe for resolving your enquiry.

After hours telephone requests to the service desk: (03) 5494 1200

- > Council provides a 24 hour telephone service for afterhours requests where a situation is dangerous or requires urgent attention.
- > A Council officer will respond to urgent matters immediately.
- > Where messages are left for non-urgent matters, these will be processed and allocated to the appropriate officer on the following business day.

Mail:
PO Box 21, Wedderburn VIC 3518

Where you have requested a response, a Council officer will issue a response within three business days of receiving your request to provide you with a personalised acknowledgment including contact information and timeframe for resolution of your enquiry.

At times Council is required to attend to situations that require urgent attention and these will be handled as a priority. Response timeframes for general enquiries or less urgent matters may be affected. Examples include natural disaster or severe weather.

Council is committed to protecting personal and health information and complies with the relevant privacy principles under the *Privacy and Data Protection Act 2014*.

Acknowledgement of Country

Loddon Shire Council acknowledges the Traditional Custodians of the land comprising the Loddon Shire Council area. Council would like to pay respect to their Elders both past and present.