

Hay Shire Council Customer Service Charter

Our Commitment to You

At Hay Shire Council, we are committed to providing professional, courteous, and responsive customer service to our residents, businesses, and visitors. Our Customer Service Charter outlines the standards you can expect from us, and how you can help us deliver the best possible service.

Our Service Principles

We are guided by the following principles:

- **Respect:** We treat all customers with courtesy, dignity, and respect.
- **Integrity:** We are honest, ethical, and accountable in all our dealings.
- **Responsiveness:** We aim to respond to your enquiries and requests in a timely and helpful manner.
- **Transparency:** We provide clear, accurate, and accessible information.
- **Continuous Improvement:** We actively seek feedback and use it to improve our services.

Our Service Standards

When you contact or visit us, we will:

- Greet you in a friendly and professional manner.
- Listen to you carefully and treat your enquiry seriously.
- Provide accurate information or direct you to someone who can assist.
- Respond to all correspondence (letters, emails, web forms) within **15 working days**.
- Answer phone calls within **5 rings** and return voicemail messages within **2 working days**.
- Acknowledge receipt of complaints and provide a response or update within **10 working days**.
- For complex enquiries, requests will be acknowledged with the responsible officer, and regular updates will be provided along with a timeframe for completion

- Social media allows us to share accurate and timely information directly with our community; however, we cannot guarantee a response to all posts made on our social media sites. We will repost responses when considered necessary and/or appropriate.

When You Visit Our Offices

We will:

- Ensure our facilities are clean, welcoming, and safe.
- Display relevant information and resources.
- Attend to you within **3 minutes** of arrival at the Customer Service Counter.

Please note that in some instances, customers may be required to make an appointment to speak with a specific staff member, as they may have prior commitments or be unavailable at the time of your visit. We appreciate your understanding and will do our best to accommodate your needs as promptly as possible.

What We Ask of You

To help us serve you effectively, we ask that you:

- Treat our staff with courtesy and respect.
- Provide accurate and complete information when making enquiries or requests.
- Provide a daytime telephone number or email address in your correspondence.
- Let us know if your contact details or circumstances change.
- Acknowledge that Council is subject to strict governance and legislation that may result in decisions you do not agree with.
- Provide feedback to help us improve.

Feedback and Complaints

Your feedback is important to us. It helps us improve our services and resolve any issues. You can provide feedback by:

- Visiting our website: www.hay.nsw.gov.au
- Emailing us at: mail@hay.nsw.gov.au
- Calling: (02) 6990 1100



- Visiting Council offices at 134 Lachlan Street, Hay
- Writing to: General Manager, Hay Shire Council, PO Box 141, Hay NSW 2711

We treat all complaints seriously and confidentially and follow a structured process for investigation and resolution.

Privacy and Information

Requests for access to Council documents are handled in accordance with the Local Government Act, Government Information (Public Access) Act and Council's Privacy Policy. In addition, the Privacy and Personal Information Protection Act sets requirements in relation to disclosure of personal information.

Further information is available by viewing Council's Privacy Policy on our website, or by contacting the Public Officer.

Review and Updates

This Customer Service Charter will be reviewed every **four years** to ensure it remains relevant and continues to reflect community expectations.