

# Required Services and Our Standards

## General correspondence standards

Missed phone calls will be returned, providing a response in full or by indicating the steps of how the matter will be resolved.  
Within 2 working days.

Written correspondence (via council email or address) will be replied to by either providing a response in full or a date indicating when the matter will be resolved.  
within ten working days

Missed visits - we will leave a "visit card" with contact details if we call to your residence and you are not at home.  
100% of the time.

## Service request standards (via Council channels)

Keeping you informed on the latest details about a situation. We will notify you if there is a delay in our service commitment.  
within 10 working days.

If Council can't provide the service you require, we will endeavour to refer you to where the service may be available.  
100% of the time.

Dogs - Respond to urgent dog requests.  
7 days a week.

Environmental Health - Respond to food complaints.  
Within 24 hours or the next business day.

Roads and Footpaths - Inspect and assess urgent requests about damage.  
Within 2 working days.

Waste - Missed Garbage collection or report of stolen bin.  
Within 3 working days.

Any Safety Matters that places the community at risk.  
Immediately.

Drainage Issues - Inspect and assess urgent requests.  
Within 2 working days.

Dumped Rubbish - Inspect and collect.  
Within 5 working days.

Planning Permit Applications - from date of lodgement.  
Within 60 days in accordance with the Planning and Environment Act 1987 statutory time frames.

Reply to Complaints  
Within 5 working days.



Mansfield Shire

## Complaints

**Complaints** are different from **Requests For Service**.  
A complaint is defined by:

- dissatisfaction with the quality of an action taken, a decision made, or a service provided by Council staff, volunteer or contractor.
- delay or failure in providing a service, in taking action, or making a decision by Council staff, volunteer or contractor.

Our Complaints Policy is available on our website outlines how we will deal with your complaint.

Lodging a complaint or request for service can be done via following Council channels:

**in writing:** Mansfield Shire Council, Private Bag 1000 Mansfield VIC 3724  
**via email:** council@mansfield.vic.gov.au  
**in person:** 33 Highett Street, Mansfield  
**via telephone:** (03) 5775 8555  
**or via our website:** www.mansfield.vic.gov.au

## External Organisations

The Victorian Ombudsman	Department of Local Government
Web: www.ombudsman.vic.gov.au	Web: www.dtpli.vic.gov.au/local-government
Telephone: 03 9613 6222	Telephone: 03 9208 3333
Toll Free: 1800 806 314	

# Customer Service Charter

Our Customer Service Charter sets out in plain language:

- What services we provide
- What standard of service we will provide
- How these service levels will be measured
- What you can do if we don't meet those standards



Mansfield Shire

Council offices are open Monday to Friday between 8.30am and 4.30pm.

- |                      |                                       |
|----------------------|---------------------------------------|
| 03 5775 8555         | council@mansfield.vic.gov.au          |
| TTY 133 677          | 33 Highett Street, Mansfield VIC 3722 |
| mansfield.vic.gov.au | Private Bag 1000, Mansfield VIC 3724  |



## Why a Customer Service Charter?

The Mansfield Shire Council Customer Service Charter sets out Council's service standards, and explains what you as our customer can do if we have not delivered a service to that standard.

This Charter has been developed to further build and enhance relationships and partnerships with our community and customers, and to enable a system for continuous improvement to our levels of customer service.

## Who are our Customers?

Our customers are any persons or any organisation that have any type of dealings with Council. This includes residents, ratepayers, business operators, Council staff, contractors, elected members and visitors to our Shire.

## Our Commitment

That Council will, at all times:

- Approach our customers with respect and honesty in a courteous and confidential manner;
- Actively listen and respond appropriately to the varying needs of our community;
- Provide information that is current and easily understood.
- Build trusted relationships with the community;
- Have our customer service counters attended at all times, and we will answer and return telephone calls promptly;
- Keep you informed of the progress of your enquiry through the relevant Council Officer by either telephone, email, or in writing; and
- Respect your privacy, and be helpful and sensitive to your needs.

## What you can expect from Mansfield Shire Council

### Telephone



- We will answer ringing phones promptly; we will identify ourselves and our organisation.
- We will make every effort to answer your questions and assist with your request at the time.
- If the person you are trying to contact is not available you will be able to leave a message and you will receive a return call within two working days unless the person is on leave off which you will be notified.
- In the case of part-time employees or services that are offered by Council, eg. Family Counselling, customers and clients will receive a return call within four working days or as advised on the service's recorded message.
- Our recorded message will advise you if the person you have called is unavailable for more than two working days or, in the case of part-time services offered by Council, as advised on the service's recorded message.

### Counter enquiries



- We will make every effort to assist you and take time to explain outcomes.
- We will wear a name badge to identify ourselves and assist you promptly and courteously.

### Accessibility



During normal business hours Council is committed to being accessible to the community. We will provide an after hours telephone service that will operate via the usual Council telephone number. All urgent matters will be referred to a Council Officer immediately. Non urgent matters will be referred to a Council Officer on the following business day.

### What if we cannot assist you?



We will work with you to solve problems, and refer you to an appropriate organisation if we are unable to meet your request.

## Our Responsiveness



### Letters and Emails

- We will acknowledge your written correspondence within five working days.
- We will reply to your written correspondence by either providing a response in full or a date indicating when the matter will be resolved within 10 working days.
- If you email an officer, an out of office notification will let you know if the person is not available for more than two working days.
- If our response times are not met, please call customer service, as you are entitled to an explanation and assistance from the relevant Manager, who will review the matter.



### Feedback

We will welcome feedback and treat it as an opportunity to enhance our service. We will monitor our performance on a regular basis generating opportunities for improvement. Lodging feedback can be done in writing, via email, in person, via telephone or via our website.



### How will we measure our service?

- We will annually survey our community.
- We will invite written feedback at Council offices.
- We will report yearly on our service levels.



### What will we ask of you?

- To treat our staff with mutual respect.
- To respect the rights of other customers.
- To provide accurate and complete information in your dealings with us.
- To respect the community in which we live.
- To work with us to solve problems.