

BANYULE SERVICE PROMISE



WHAT DOES COUNCIL DO?

The services we provide include supporting public health, managing traffic and parking, animal registration, looking after parks and reserves and much more including:



Maternal & Child health consultations



Services for young and old



Immunisations in preschools & secondary schools



Maintaining parks and reserves



Planning and building permits processed



Waste collections



Roads, bridges and footpaths maintained



Registrations of food businesses



Improving street and public lighting



Arts and cultural activities & events



OUR COMMITMENT

We value our customers and are focused on providing exceptional customer service.

The Banyule Service Promise outlines:

- » our commitment to you on the type and level of service you can expect to receive
- » your rights
- » how complaints will be handled
- » our Customer Service Principles—these Principles form the foundation of Customer Service here at Banyule and inform how we build and deliver services, create processes and procedures, write policies, and support staff to deliver exceptional service.

Our commitment is achieved in partnership with you, our community and customers.

About the Banyule Service Promise

During 2017/18 we worked with a community reference group along with our staff to develop the service promise. The reference group developed the draft outline of the service promise and established 5 principles of service which are included in this document.





RESPECTFUL

We have respectful relationships with all people

We will:

- » listen and work to understand the individual needs of each customer
- » help customers understand their rights, entitlements and obligations
- » be empathetic and helpful, even if we have to say “no”

We achieve this by:

- » personalising each experience
- » explaining options for review
- » making information clear and easy to understand



ACCESSIBLE

We provide customer service that is accessible to all

We will:

- » assist all individuals equally
- » ensure our facilities and buildings are more accessible
- » have a range of options to contact council

We achieve this by:

- » making our services accessible and inclusive for all groups and communities
- » having a range of ways of contacting and transacting with us





PROACTIVE

We proactively communicate and seek feedback

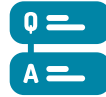
We will:

- » provide a timely response to each request
- » inform customers of service disruptions or schedule changes
- » seek feedback to improve our service

We achieve this by:

- » keeping customers informed of the progress of their request
- » use a range of communication methods to cater for all demographics
- » provide easy ways for customers to provide feedback so we can continue to improve our service





ACCOUNTABLE

We are transparent & deliver on our commitments

We will:

- » be honest, open and accountable for our actions
- » communicate clearly, accurately, in plain language and within appropriate time frames
- » meet reasonable expectations wherever possible and explain when we cannot

We achieve this by:

- » working with customers to resolve their issue
- » publishing our service levels and indicative timeframes
- » providing details of how we met our service timeframes annually



CONSISTENT

We provide a consistent high quality customer experience across our services

We will:

- » provide consistent service regardless of how people contact us
- » provide accurate information
- » provide a contact name and number of the person handling the matter

We achieve this by:

- » making decisions that are consistent, fair and in line with Council policies and relevant legislation
- » ensuring customer service training is part of the ongoing training for all staff

Your feedback & having a say

We conduct regular customer satisfaction surveys to collect feedback from customers. This feedback helps us monitor, enhance and improve our services. We will report on:

- » how we have performed against our service standards
- » our customer satisfaction monitoring results

Delivering the Service Promise

We want to provide our customers with the best customer service and ask them to:

- » Provide accurate and complete information
 - » Provide us with a clear understanding of the issue focusing on the facts of their request
 - » Treat us with courtesy and respect
 - » Work with us to reach a resolution
 - » Tell us if they need help in accessing our services or information
 - » Advise us if their details change
 - » Talk to us if they are not happy or pass on a compliment about a service or matter
 - » Provide contact details to help us keep them informed
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Timeframes

Acknowledgement We will respond to our customers within 24 hours

Phone We will return phone calls within one business day

Written/Email We will respond within 10 business days. If a full reply is not possible then the customer will be notified of a timeframe for response and a contact person.

Complaints We will acknowledge a complainant within 10 business days, informing the complainant of the name and department of the staff member who is handling the matter, and advising them of a timeframe for resolving the issue.

We aim to resolve all complaints within 28 days. If it takes longer than 28 days to resolve a complaint, the staff member handling the query will contact the customer and explain why and the next steps to be taken.

Service Timeframes It is important to set expectations upfront about the time processes and services may take. Standard timeframes for the commonly used services we provide, from emptying bins, to cleaning streets, to completing permits and applications have been collated and can be found at: banyule.vic.gov.au

Complaints

Council has a Complaints Handling Policy, which outlines Council's approach to providing a fair, consistent and structured process for customers dissatisfied with an action, decision or service.

This policy outlines the processes and stages used by staff to manage complaints. Banyule takes a four-tiered approach to handling complaints:

- 1. Frontline resolution:** frontline staff receive the complaint and resolve it immediately, if possible.
- 2. Investigation:** if frontline staff cannot resolve the complaint, they will refer it to the most appropriate council officer for investigation.
- 3. Internal review:** if the complainant is not satisfied with the outcome of the investigation, they can request an internal review.
- 4. Access to external review:** if the complainant is not satisfied with the process or outcome of the internal review, they are informed of any external avenues where they can pursue their complaint.

Further Information is the Policy is available online at our website or by contacting us on 9490 4222.



Contacting Us

Online

banyule.vic.gov.au/Home
facebook.com/banyulecouncil
twitter.com/BanyuleCouncil

Email

enquiries@banyule.vic.gov.au

Telephone

9490 4222

In writing

PO Box 94, Greensborough, 3088
Fax 9499 9475 **TTY** 133 677

In person

Level 3, 1 Flintoff Street, Greensborough
Monday to Friday: 8.30am–5.00pm

See our website for other service locations.

