

CUSTOMER SERVICE CHARTER

Our Customer Service Charter sets out our commitment to you in providing a timely, accurate, accountable and consistent service.

HELP US HELP YOU

We ask you to help us assist you by:

- Providing accurate and timely information;
- Treat our staff and other customers with respect and courtesy;
- Working with us to solve problems;
- Recognising and understanding your responsibilities and accountabilities;
- Provide us with honest, constructive feedback about our service;
- Respect the community in which we live, work and play.

OUR COMMITMENT TO YOU

We aim to provide quality customer service to our community by:

- Actively listening and being meaningfully engaged;
- Seeking to understand our customer's needs and expectations;
- Setting reasonable expectations and timeframes for our customers;
- Providing accurate and timely information;
- Making it easy for our customers and colleagues to reach us;
- Providing clear policies and procedures, and having transparent processes;
- Work to better serve customers from diverse cultural and linguistic backgrounds, and customers living with a disability;
- Closing the loop - letting you know the outcome of your enquiry.

RACISM. IT STOPS WITH US

In the City of Burnside, we live, work, study and play on Kaurna land. We respect the spiritual and cultural connection to the land held by the Kaurna people. We also recognise that the City of Burnside has a rich history of migration and continues to welcome people from diverse cultures.

We are committed to equality, diversity and inclusion. We strongly condemn all forms of racism, discrimination, prejudice and bullying that violate the human rights and dignity of individuals or groups. We will do all that we can to remain at the forefront of confronting racism and discrimination in whatever manner it shows itself.

We urge all community members within Burnside and the wider Australian community to stand up to racism, racial vilification and stereotyping. We are all accountable for our own words and actions.

Council is committed to celebrating our First Nations and multicultural heritage, as this diversity is a key strength of our local community. As a welcoming and connected community, we strive to ensure that everyone feels safe and at home in the City of Burnside.

SERVICE STANDARDS

Our Service Standards outline the expected timeframes in which responses will be dealt with, however this will always be dependent on the complexity of the query.

You can contact our Customer Experience team to find out the expected timeframe in which your query will be responded to.

We will:

- Respond to your phone message within two [2] business days.
- Acknowledge receipt of your correspondence within three [3] business days.
- Provide a response to your written enquiry within ten [10] business days of receipt.
- Aim to resolve enquiries at your first point of contact with us where possible.
- Keep you informed of the progress if your matter is more complex.

HAVE YOUR SAY

Council is committed to engaging our community in decision making processes. To find out more about how you can have your say, visit engage.burnside.sa.gov.au



FEEDBACK

We value feedback and welcome suggestions, compliments, comments and complaints. Feedback helps us to review and improve our policies, procedures and services and compliments give us confidence that the service we are providing is valued.

If our service has not met your expectations, we ask that you advise us as soon as possible in writing to burnside@burnside.sa.gov.au.

Please visit our website at burnside.sa.gov.au for more information about the Customer Service and Complaint Handling Policy.

CONTACT US

Telephone: 8366 4200

Online: www.burnside.sa.gov.au
engage.burnside.sa.gov.au

Email: burnside@burnside.sa.gov.au

In person: 401 Greenhill Road, Tasmore SA 5065

By post: PO Box 9, Glenside SA 5065

Social Media: @CityOfBurnside