

SERVICE STANDARDS



IN PERSON

COUNCIL

Monday - Friday 9am - 5pm

LIBRARY

Monday, Tuesday, Thursday, Friday
9.30am - 5pm

Wednesday 10am - 6pm

Saturday 9am - 12pm

VISITOR INFORMATION CENTRE

9am - 5pm 7 days (except Christmas Day)

SA WHALE CENTRE

10.30am - 5pm 7 days (except Christmas Day)



RETURN YOUR CALL

Same day if possible, or no later than the next business day



ACTION OR ACKNOWLEDGE WRITTEN CORRESPONDENCE

Within 5 business days



ACTION OR UPDATE YOU WITH ENQUIRY STATUS

Within 21 days



PROVIDE AN AFTER HOURS EMERGENCY CALL SERVICE

Monday - Friday 5pm - 9am

Weekends & Public Holidays - 24 hr service



RESPOND ON SOCIAL MEDIA

Within 24 hrs (or next business day)



KEEP YOU INFORMED

Notify you if there is a delay to our service commitment as soon as possible

YOU CAN CONTACT US:



IN PERSON

1 Bay Road, Victor Harbor SA 5211



BY PHONE

(08) 8551 0500 (including after hours emergency service)



IN WRITING

PO Box 11, Victor Harbor SA 5211



BY EMAIL

localgov@victor.sa.gov.au



WEBSITE

www.victor.sa.gov.au



FACEBOOK

facebook.com/cityofvictorharbor



ELECTED MEMBERS

Contact details for the Mayor and Elected Members can be found on our website or at the Council Office

CUSTOMER SERVICE CHARTER

Our Customer Service Charter sets out in plain language:

- Our commitment to you
- Our service standards
- What you can do if we don't meet our service standards

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.

For more information please visit www.relayservice.gov.au

TTY: 133 677 Voice Relay: 1300 555 727

Translation Service: 131 450



Our Customer Service Charter explains how the staff at the City of Victor Harbor will respond to you. We are committed to providing the highest quality customer service at all times within the scope of our operational capacity, supporting the City of Victor Harbor Community Plan.

This Charter will be regularly reviewed and adapted to meet the changing needs of our customers.



OUR COMMITMENT TO YOU

- We will make sure contacting us is as easy and convenient as possible
- We will make sure information, resources and services are equally accessible to all
- We will greet you in a friendly manner and identify ourselves
- We will answer your enquiry promptly
- We will provide accurate and consistent information
- We will keep you informed of the progress of your enquiry
- We will be respectful, listen and respond to your concerns
- We will be helpful and sensitive to your needs
- We will respect your personal information and privacy
- We will communicate clearly, accurately and in plain language
- We will work with you on solving your enquiry, or refer you to an appropriate organisation if we are unable to help
- We will provide a process for providing feedback and making complaints

YOU CAN HELP US BY

- Being courteous and respectful to our staff, volunteers and other customers
- Providing us with complete and accurate information
- Keeping us up to date with any changes
- Letting us know when you need to speak to a staff member who has particular expertise
- Working with us to solve problems
- Providing feedback on our services

FEEDBACK

- We always welcome comments or suggestions to help us improve our service
- Feedback can be provided via our website, email, post, in person, or over the phone
- We will monitor our performance constantly against our service standards to help us better tailor our services to meet your needs

If you feel that the service we have provided you has not met the terms of this Charter, you may lodge a complaint via our website, email, post, in person, or over the phone. We will treat complaints and concerns confidentially and as a matter of priority.

For more information refer to our Complaint Handling Policy or Internal Review of a Council Decision Procedure, available online at www.victor.sa.gov.au or at the Council office.