

Customer Service Charter



This charter sets out our commitment to providing excellent customer service, as we aim to deliver a welcoming, consistent and positive customer experience on every interaction.

Council is committed to providing our customers with a reliable and responsive service. To improve services, Council has put into place organisation-wide Service Standards to advise customers about the timeframes by which we will endeavour to respond to your request, and the levels of service you should expect from us.



TELL US WHAT YOU THINK

We welcome your comments, compliments and information on how we can serve you better. You can do this by contacting our Senior Customer Service Officer on 6354 9999, or by emailing us at council@lithgow.nsw.gov.au.

OUR SERVICE COMMITMENT TO YOU...

- Be friendly, efficient, and consistent on every occasion
- Handle your enquiry with confidentiality and respect
- Resolve your enquiry at first contact where we can, or explain how your matter will be progressed and who is responsible
- Provide information which is timely, accurate and reliable
- Provide you with a reference number and timeframe for your service request
- Continually review and improve our services to you

WHAT DO WE ASK FROM YOU?

- Treat our staff with courtesy and respect
- Provide information that is timely, accurate and complete to assist us in meeting our service levels and your expectations
- Be open and honest in your dealings with us
- Provide us with honest and constructive feedback to help us improve service delivery

WHEN YOU VISIT WE WILL...

- Promptly greet you at the customer contact counter
- Provide directions for your appointment
- Process your transactions efficiently with a smile

WHEN YOU TELEPHONE WE WILL...

- Strive to answer your call within 5 rings
- Greet you courteously and introduce ourselves by name
- Strive to have your enquiry resolved directly without unnecessary transfers
- Return phone calls and messages at the first opportunity

WHEN YOU WRITE WE WILL...

- Acknowledge your correspondence within 1 business day, and reply within 10 working days
- For complex enquiries, you will be advised of the expected time required to finalise your request
- Ensure we communicate with you using easy to understand language

WITH WEBSITE AND SOCIAL MEDIA WE WILL...

- Ensure regular monitoring of social media and respond if action is necessary within 2 working days
- Continuously review our website to ensure it is easy to use, with clear navigation and content so that you can quickly find the information you need

CONTACT US

Lithgow City Council
180 Mort Street Lithgow

Customer Service Hours -

Monday to Friday 8:30am to
4:15pm

T 02 6354 9999

E council@lithgow.nsw.gov.au

W www.council.lithgow.com