



WARRINGAH COUNCIL CUSTOMER SERVICE CHARTER

This charter sets out the standards of customer service you can expect as we aim to deliver a wide range of accessible, high quality services to meet your needs. Council hopes that you treat our staff with the same respect and professionalism that they will offer you.

WARRINGAH COUNCIL WILL:

- treat you fairly and with respect
- offer friendly and polite service
- do our best to help and let you know how quickly we can act
- deal with your comments, suggestions and complaints positively
- listen to your views about improving policies and practices
- respect confidentiality

WHEN YOU VISIT WE WILL:

- endeavour to attend to you within five minutes of your arrival at the Customer Service Counter
- provide you with a safety induction of the building if you are coming in for an appointment with one of our staff members and show you the location of exits and amenities
- explain if your appointment time is delayed

WHEN YOU TELEPHONE WE WILL:

- endeavour to answer your call to the Customer Service Centre within 30 seconds
- give you our name and welcome you in a polite and courteous manner
- take a message if the person you need to speak to is unavailable and arrange for someone to call you back within 48 hours

WHEN YOU WRITE WE WILL:

- reply to your letter or email within ten working days
- resolve your enquiry within the ten working days or let you know who is handling the matter and when you can expect a full reply

FEEDBACK

We welcome all comments – compliments and complaints - and will use your feedback to help us improve our services to the community.

WRITE

Customer Service Manager,
Warringah Council
725 Pittwater Road
Dee Why NSW 2099

PHONE

9942 2111
(weekdays 8:30am –
5pm excluding public
holidays)

EMAIL

council@warringah.nsw.gov.au