

# Customer Experience Charter

**Wingecarribee Shire Council (Council) strives to provide a positive experience to Customers at every opportunity.**

Council is committed to delivering programs and services with a strong customer experience focus. Our staff are committed to being open, honest, fair, and accountable in all our dealings with Customers and strive to provide timely, efficient, and consistent services.

Our Customer Experience Charter outlines standards we will use to deliver professional, reliable, and consistent customer experiences that meet your expectations.

## Our Commitment to you

You can expect that we will



Tailor our response to your needs and provide you with the information you require



Do what we say we will do and update you if we are unable to meet our commitments



Actively measure and monitor our performance against the Customer Experience Standards



Treat you with respect, integrity, and honesty



Provide consistent and clear information across our communication channels



Actively pursue continuous improvement and understand the needs of our customers now and into the future

## Our people will



Greet you in a friendly way and identify ourselves



Be open and transparent about our processes



Communicate clearly and in plain language



Be experienced and knowledgeable



Treat every customer equally and with respect



Focus on helping you find solutions to your needs



Take responsibility for resolving your enquiry



Have appropriate systems in place to protect confidential information



[wsc.nsw.gov.au](http://wsc.nsw.gov.au)



Civic Centre,  
68 Elizabeth Street,  
Moss Vale, Nsw 2577



[mail@wsc.nsw.gov.au](mailto:mail@wsc.nsw.gov.au)




02 4868 0888


## Customer Experience Standards

Our Service We Will	Our Standard
Answer your telephone call to the Customer Service Contact Centre	80% of the time within 180 seconds
Return your call	1 working day
Acknowledge receipt of your email	1 working day
Respond to your letter or email	10 working days
Acknowledge all Customer Service Requests	5 working days
Provide an update or notify of completion of Customer Service Requests	15 working days
Greet you at the Customer Service Counter	Within five minutes on average


### If you use our digital services, you can expect




To contact us when and where it is convenient for you



The website to be easy to use, with clear navigation and content so you can find what you need quickly



That you can access our online services at anytime



That if you sign up to receive our information you always have the option to unsubscribe

### To allow us to help, we expect you will



Treat us with mutual respect and behave in a courteous matter



Provide us with information that is timely, accurate and complete



Work with us to solve and reach problems



Contact us if you believe we have made an error or acted inappropriately



Provide us with honest, constructive feedback on our service

## Feedback

Feedback includes compliments, complaints, suggestions or any information about our program delivery, services or performance.

Feedback and complaints can be made through or our online feedback form, by phone, in writing, by email or in person.

Whilst most problems can be resolved quickly, there are times when detailed investigation is required. We will keep you informed of the progress if this is the case. If you are still dissatisfied with the response you have received, you may ask for a review of our handling of the matter. The review process will determine if we acted according to our policies and guidelines.

