



OUR CUSTOMER SERVICE CHARTER

Richmond Valley Council is committed to providing quality services to meet the needs and expectations of our community. The standards in our Customer Service Charter apply to all Council services and outline the response that can be expected by our community and visitors to our Council area.

1. Opening hours for the Richmond Valley Council Administration Centres, with the exception of public holidays, are as follows:

- Ø **Casino Administration Centre**, corner Walker Street and Graham Place.
8.15 a.m. to 4.30 p.m., Monday to Friday. (*Telephone enquiries 6660 0300*).
Payments
- Ø **Evans Head Office**, corner Woodburn Street and School Lane.
9.00 a.m. to 12.00 noon and 1.00 p.m. to 4.00 p.m., Monday to Thursday.
(*Telephone enquiries 6682 4392*).
- Ø Cashiers hours are 8.30 a.m. to 4.00 p.m. at Casino Administration Centre, and 9.00 a.m. to 12.00 noon and 1.00 p.m. to 4.00 p.m., Monday to Thursday at the Evans Head Office.

2. Council staff can be contacted by:

- Ø **Telephone** 6660 0300
- Ø **Mail** Locked Bag 10, Casino, NSW 2470
- Ø **Facsimile** 6660 1300
- Ø **E-mail** council@richmondvalley.nsw.gov.au
- Ø **Internet** www.richmondvalley.nsw.gov.au
- Ø **In person** at the Casino Administration Centre or Evans Head Office as applicable.

Members of the community are able to (and encouraged) to call to make an appointment to meet with specific members of staff. However, it is Council's preference that all enquiries be initiated in the first instance via the Customer Request System (*see Point 7 of this document*).

3. All telephone calls will be answered promptly. Callers will be greeted by Council staff clearly identifying themselves and their service area. When calls are redirected, callers will be given the name of the person or area before being transferred.

Telephone messages will be returned where possible on the same day, or the next business day.

In the planned absences of staff for more than one (1) working day, a message will be left on the telephone advising of the absence period and an alternative contact. Alternatively, the telephone may be diverted to another staff member.

4. An after hours telephone service will operate via the usual Council telephone number. All urgent matters will be referred to a Council Officer immediately. Non-urgent matters will be referred to a Council Officer on the following business day.
5. When visiting Council Offices, members of the community will be attended to promptly. However, it needs to be recognised that during peak times and periods of staff absences, resources may not permit immediate attention to all customers.
6. Customer Service staff (and Council's telephone operator) will deal with initial requests relating to Council services. Customer Service staff will refer request to appropriate Council Officers where more technical or specialist service is required.
7. Request for "services/operational" matters will be recorded on Council's Customer Request System (currently RAMS) and referred to appropriate officer for action. A request number is available as part of that process and those submitting the request are encouraged to obtain the request number and an estimated timeframe of when their matter will be dealt with/completed.
8. Customer Service staff will gather the following information in order to ensure an efficient response, date, time and location of issue, details of the problem, any supporting documentation/information.
9. Correspondence will be acknowledged as soon as possible by Council Officers. Should a "complete" reply on issues not be possible within twenty one (21) days of receipt of the correspondence, an interim/acknowledgement response will be provided.
10. If our service standard is not met, the customer is entitled to an explanation and assistance by the relevant Director, to review the matter.