

Personal information

Council is committed to protecting the privacy of its customers, business contacts, Councillors, employees, contractors and volunteers. Council complies with the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002*.

Council is committed to the privacy principles contained within these Acts and provides a Privacy Management Plan for staff members on proper information handling practices. Council's Privacy Management Plan also explains how your personal information will be treated and is available on our [website](#).



Customer Satisfaction



Council is committed to being accessible and responsive to customers. We welcome compliments, suggestions and complaints.

Compliments



We value your feedback and use it as an opportunity to learn and improve our service delivery.

Please tell us when we've done things well. It confirms the service we are providing is a service you value, and it helps us recognise the efforts of our people.

Complaints



We have a formal Complaints Procedure that outlines standards and processes for actioning matters raised by customers quickly and effectively.

This Policy can be accessed on our website at begavalley.nsw.gov.au/public-policies, search for the term 'complaints' or by calling our Customer Contact Centre on (02) 6499 2222 during business hours.



Customer Service Charter



Bega Valley Shire Council is committed to providing a positive experience for customers at every opportunity.

We're dedicated to providing excellent customer service and taking responsibility for meeting your needs. Our team is committed to being open, honest, and reliable in all our interactions with you.

Our customers

We consider anyone who interacts with us for information, goods, services or transactions as a valued customer. This includes residents, property owners, business operators, consultants, contractors, other government agency representatives, developers, Councillors, elected representatives, visitors and Council staff.

What you can expect from us:

- to act in a way that reflects and upholds our core values – People matter, Learning is Important, we Can do and, Engaging the whole organisation is key
- to listen to your needs providing you with a prompt, courteous and professional service that is consistent and fair
- to treat you with honesty, respect and understanding
- to communicate clearly and in plain language
- to respect and protect your personal information
- to set clear expectations and keep you informed if our ability to meet our commitment changes
- to train our staff to deliver quality information and services
- to monitor our performance to improve our service.

Contact us



Visit us: Bega Valley Shire Council
Zingel Place, Bega
9:00am to 4:30pm – Monday to Friday



Phone us: (02) 6499 2222 – available 24 hours per day



Email us: council@begavalley.nsw.gov.au



Write to us: The Chief Executive Officer, Bega Valley Shire Council
PO Box 492, Bega NSW 2550



Website: begavalley.nsw.gov.au



If you contact us by phone, we will:

- aim to answer your enquiry the first time to minimise transferred calls
- if we are unable to resolve your enquiry the first time, we will transfer or forward your enquiry to an appropriate staff member
- provide a 24 hour phone service for urgent, after-hours calls.



If you come in to see us, we will:

- greet you with respect, courtesy and dignity
- identify ourselves so you know who you are talking to
- where possible, put you in direct contact with the staff member best able to respond to your enquiry
- aim to answer your enquiry at the first point of contact.

If we are unable to resolve your issue at the first point of contact, we will:

- forward your enquiry to the appropriate staff member who will contact you with a response no later than the close of business the next working day; or
- if necessary, arrange an alternative meeting time that suits you.



If you write to us, we will:

- respond in language that is clear, concise and easily understood
- respond to correspondence and ensure accurate records are maintained.



If you see us in the field such as parks, beaches and sportsgrounds, we will:

- put your safety and that of our staff at the forefront of our interactions
- endeavour to assist you with your enquiry
- resolve your enquiry or provide details of an alternative contact person.

Social media allows us to share accurate and timely information directly with our community.

Council cannot guarantee a response to all posts made on its social media sites and therefore will post responses when considered necessary or appropriate.

More information is available in Council's Social Media Policy.

To view the policy visit Public Policies on our website and search for the term 'social media'.



Council maintains a Customer Request Management (CRM) system that records, monitors and reports on requests we receive.

This service enables customers to notify us of an issue, request an action or report faults, defects or hazards in Council infrastructure.

You can lodge a customer service request over the phone, in writing, on Council's website through the Suggestion Box or via Snap Send Solve.

Requests for specific services for things such as potholes, tree damage or illegal dumping will be recorded in our CRM to ensure the correct staff or department receive the request 'first time'.

Help us to deliver better service

To assist us in delivering quality customer service, we ask you to:

- provide us with information that is timely, accurate and complete
- treat staff with respect and behave in a courteous manner
- quote reference numbers when contacting us about an existing application or query
- provide a daytime telephone number or email address in your correspondence
- work with us to find solutions
- respect other customers and community property
- provide us with constructive feedback on our service
- let us know if you think we have made an error or acted inappropriately
- acknowledge that Council is subject to strict governance and legislation that may result in decisions you do not agree with.

How will we evaluate our performance?

We will benchmark ourselves against the following standards:

- answering your calls to our Customer Service Centre within 30 seconds
- respond to 80% of calls to our Customer Service Centre at first contact
- less than 10% of calls will be disconnected by the customer before speaking to a council officer
- return telephone messages by close of business the following working day
- respond to your written correspondence within 5 working days and provide ongoing updates until resolution
- council's website content will be reviewed every 6 months
- notify you when the matter has been closed or provide an update within 10 working days
- provide 5 days notice for any planned changes to operating hours.

In addition we will:

- welcome your feedback
- conduct regular Customer Satisfaction Surveys
- use internal systems and reporting to measure our performance
- recognise our staff for excellent customer service delivery.