

# Customer Charter



## OUR GOAL

Yarra Ranges Council aims to deliver exceptional service that caters to the needs of our customers and community. The customer charter is our commitment to handling enquiries and requests in a manner that makes it easier for you to access our services, that is empathetic to your needs and has a strong customer focus.

## OUR PRINCIPLES

### Easy and fair

We will ensure you are treated fairly and respectfully and make it easy for you to connect with us.

### Informed

We will use your feedback to make decisions about how we can improve our services.

### Transparent

We provide clear expectations about the way your requests are managed, and keep you informed throughout the process.

### Consistent

We will ensure you have a consistent experience each time you contact us.

### Accessible

You are able to contact us in the way that best suits you, and the way we communicate with you is clear and informative.

## CONTACT STANDARDS

Please note all timeframes within the following section refer to business days. We will endeavor to meet these time frames each time, however some enquiries are more complex than others. If we fall outside of the time commitment we will contact you with an update.

### Phone

We aim to resolve all enquiries at first point of contact. If the appropriate team or officer is not available, a call back will be made to you within **1 day** to resolve your enquiry or advise how your enquiry is being managed

### Email

We aim to resolve email enquiries within **2 days**. If the matter is complex, we will advise you of how your enquiry is being managed. We will resolve all complex enquiries within **10 days**.

### Online requests

We will process online requests within **1 day**.

### Letters

We will resolve written enquiries within **10 days**. If we cannot meet this time frame, we will advise you of how your enquiry is being managed.

### Social Media enquiries

We will respond to Social Media enquiries within **1 day**. If the enquiry is complex and further investigation is required, we will advise you of how your enquiry is being managed.

## CONTACTING US

### Facebook and Twitter

Connect with us at:

[facebook.com/ycouncil](https://facebook.com/ycouncil)

[twitter.com/ycouncil](https://twitter.com/ycouncil)

### Email

[mail@yarraranges.vic.gov.au](mailto:mail@yarraranges.vic.gov.au)

### Online

[yarraranges.vic.gov.au/contactus](http://yarraranges.vic.gov.au/contactus)

### Telephone

1300 368 333

Monday-Friday

8:30am-5:00pm

### In writing

Yarra Ranges Council

PO Box 105, Lilydale VIC 3140

Fax: 9735 4249

## CONTACTING YOUR COUNCILLOR

To view your Councillor's contact details, please visit

[yarraranges.vic.gov.au/councillors](http://yarraranges.vic.gov.au/councillors)

## COMPLAINTS POLICY

To view our complaints charter, please visit [yarraranges.vic.gov.au/customercomplaints](http://yarraranges.vic.gov.au/customercomplaints)

## CUSTOMER EXPERIENCE STRATEGY

Our Customer Experience Strategy is guiding our efforts to improve our Customers' experience with Council. To view the strategy, please visit

[yarraranges.vic.gov.au/customerexperience](http://yarraranges.vic.gov.au/customerexperience)

### TTY (for hearing or speech impaired)

133 677 National Relay Services (NRS) for callers who have a hearing, speech or communication impairment and for Text Telephone (TTY) or modem callers.

1300 555 727 National Relay Service (NRS) for callers using Speak and Listen Relay.

### TIS

131 450 Translating & Interpreting Services (TIS) National. An interpreting service is available if required.

### Chinese Simplified (Mandarin)

如需要，可拨打全国翻译服务处（TIS）的电话 131 450 提供口译服务。

### Chinese Traditional (Cantonese)

如需要，可撥打全國翻譯服務處（TIS）的電話 131 450 提供傳譯服務。

### Chin Hakha

Hohhlet na herh ah cun Translating and Interpreting Services (TIS) kha 131450 ah chawnh in hlohleh rian tuawn nak kha hman khawh a si.

### Dutch

Indien nodig kunt u onze tolken- en vertaaldienst Translating and Interpreting Services (TIS) bellen op 131 450 om met een tolk te spreken.

### Italian

Un servizio di interpretariato è disponibile, se richiesto, contattando i Servizi di traduzione e interpretariato nazionali (TIS) al numero 131 450.

### Personal information protection

Yarra Ranges Council is committed to the protection of personal information provided by our customers, in accordance with the requirements of the Privacy and Data Protection Act 2014 and the Freedom of Information Act 1982.

Please note that telephone numbers of in-coming calls to Council may be collected on Council's telephony system.

