



Service timelines...

We are committed to communicating with you in a timely and responsive manner.

When you call us, we aim to:

- Answer incoming phone calls promptly
- Respond to telephone messages before close of business the following business day
- Resolve simple enquiries in our first call with you, if possible
- Resolve more complex enquires within ten business days

When you visit us, we aim to:

- Have wait times of less than five minutes when queuing at Council's front counter
- Resolve simple enquiries at the front counter where possible
- Ensure that the relevant Council Officer is provided with your details to contact you (*if the Officer is not available at the time of your visit*)
- Have the relevant Council office contact you and:
 - Resolve simple enquires within five business days
 - Resolve more complex enquiries within ten business days
- Be on time and prepared for pre-arranged appointments

When you write to us, we aim to:

- Acknowledge receipt of your request before close of business the following business day
- Resolve simple requests within five business days
- Resolve more complex requests or enquiries within ten business days
- Respond to you in writing

Where we are not able to resolve requests within the service timelines, we will keep you updated.



Contacting a Councillor

Councillors are members elected to represent the community. Councillors always appreciate hearing the views of local residents on issues that are of concern. You can contact your local Councillor by email or telephone; contact details are available from our website.



Contacting us

Council has a strong commitment to community engagement and encourages customers to contact us.



www.litchfield.nt.gov.au



council@litchfield.nt.gov.au



www.facebook.com/litchfield.council



08 8983 0600



PO Box 446, Humpty Doo NT 0836



Community Consultation via Your Say Litchfield:
yoursay.litchfield.nt.gov.au/



Report repairs via Snap, Send, Solve
(www.snapsendsolve.com or visit your app store)



Council Office and Pound
7 Bees Creek Road, Freds Pass

CUSTOMER SERVICE CHARTER

Our commitment to you

This Charter outlines our approach to providing services, information, and resources that are accessible to our entire community.



Our service values...

ACCOUNTABILITY – we take responsibility for our commitments by doing what we say we will do when we say we will do it.

RESPECT – we treat everyone the way we would like to be treated, respecting their expertise, opinion, contribution and time.

COMMUNICATION – we openly share the right information in the right way, to the right people at the right time.

HONESTY & TRUST – we demonstrate integrity in everything we do by being open, honest and truthful to nurture a culture of trust.



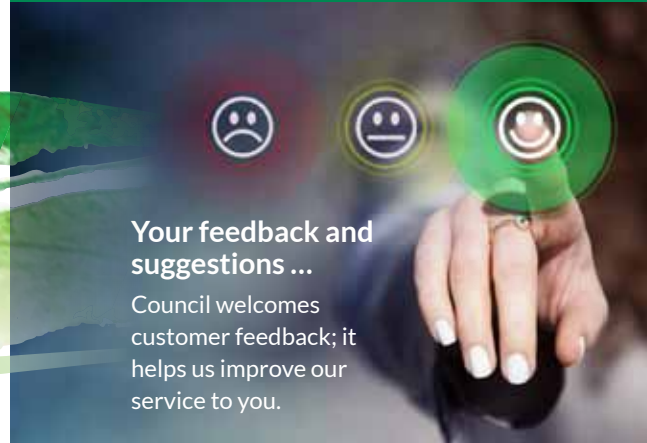
Our service commitment...

When we interact with you, we will:

- Treat you with respect and understanding, providing fair and unbiased service
- Have a can-do attitude, recognising you have the right to be informed and consulted
- Be consistent in our approach and response.
- Respond in a timely, professional manner, providing accurate information
- Attempt to resolve your enquiry at the first point of contact or set clear expectations and commitments on the next steps
- Work within Privacy Legislation to respect and protect your privacy
- Be clear and concise in our communications



We strive for continuous improvement...



Your feedback and suggestions ...

Council welcomes customer feedback; it helps us improve our service to you.

You can advise us of a suggestion, compliment or complaint by:

- Discussion with the Council Officer handling your enquiry
- Writing to Council
- Telephoning Council
- Completing a Contact Us website form

If you are not satisfied with Council's service, please ask to be referred to the immediate Manager or Director.

On receipt of a complaint, Council will:

- Record the complaint and provide you with a Customer Reference Number (CRM)
- Acknowledge receipt of the complaint within two business days
- Review and investigate the complaint
- Aim to resolve all complaints, providing reasons for the outcome, within 10 business days. Please note, more complex complaints may take longer, and we will keep you informed of our progress

If you are not satisfied with the process or outcome of an internal review, Council will refer you to the relevant complaints body.



Council undertakes an Annual Community Survey each year. The survey responses are one method used to measure our performance and service delivery. The feedback received from our residents and ratepayers helps us monitor, enhance and continue to improve our services.

Council monitors its performance through progress reporting on our Municipal and Strategic Plans, all with the aim of making Litchfield the best place to live in the Top End!

Council continually reviews our customer service practices reflected in this Charter.



How you can help us...

You can help us meet our commitment to you by:

- Providing accurate and comprehensive information
- Treating all staff members with courtesy and respect
- Working with us to reach a resolution
- Keeping us informed of any changes (personal details or facts relating to your enquiry)
- Respecting the rights of other customers
- Making an appointment in advance for complex enquiries or to meet with a specific Council Officer
- Providing us with feedback or suggestions for improvement