

Council's corporate values

- Integrity in making decisions and carrying out works and services;
- Working together as a team and, as a team, accepting accountability for the outcomes of our actions;
- Respect for each other, for all in our organisation and our communities, now and in the future;
- Continually seeking to improve the way we do things;
- Always considering the long-term effects of decisions and actions.

Contact details

Our service centres are open
Monday to Friday from 8.30 am to 4.30 pm

Cashiers open: 8.30 am to 4.00 pm

Duty planner/building surveyor available:
8.30 am to 11.00 am

Service centres

Grafton: 2 Prince Street

Maclean: 50 River Street

By phone

02 6643 0200

By fax

02 6642 7647

After hours service

02 6626 6858

(from 4.30 pm to 8.30 am)

By email

council@clarence.nsw.gov.au

Our website

www.clarence.nsw.gov.au

In writing

Clarence Valley Council

Locked Bag 23

Grafton NSW 2460

We aim for a pleasant and professional experience for our customers
Our customer feedback forms are available at our service centres or on our website
www.clarence.nsw.gov.au/feedback



Customer Service Charter



Why a customer service charter?

The Clarence Valley Council's customer service charter sets out Council's delivery service expectations and explains what you, as our customer, can do if we have not delivered a service to that level. It reflects our commitment to ensuring Council delivers a quality customer contact experience to all parties who make contact with Council.

Our commitment:

- Recognising that our customers are our first priority, keeping you informed and providing accurate and timely responses
- Developing a customer first culture throughout the organisation
- Developing measurable service standards
- Prompt and efficient services
- Easy access to our services
- Friendly and professional service
- Consistent information
- Promoting mutually respectful and courteous interactions

How you can help us

- Treat our staff with respect
- Be honest and accurate in your dealings with Council
- Work with us to solve problems
- Give us feedback on things we do
- Respect community property

SERVICE STANDARDS	OUR TARGET
Face to face enquiries	<ul style="list-style-type: none"> • Your enquiry dealt with on-the-spot where possible. • Where answer cannot be provided, customer details will be taken and referred to appropriate area of Council for a formal response within 10 working days.
Telephone	<ul style="list-style-type: none"> • Answer calls within 15 seconds. • Resolve enquiries at the first point of contact or refer to appropriate officer
Correspondence	<ul style="list-style-type: none"> • Responded within 10 working days. • For complex enquiries the customer will be contacted with an estimated date for finalisation.
Internet/email	<ul style="list-style-type: none"> • Email enquiries received immediate acknowledgement of receipt. • Answered within 10 working days. • Emails received through social media responded within two working days. If more complex an interim response provided.

Requests for service / complaints

'Requests for service' are different from 'complaints'.

Requests for service are a request for Council to take action on a matter—for example barking dogs, pothole or overgrown allotment - and should be made to our customer service team, who will log your request and forward to the appropriate staff member for action.

The officer will require your contact details and accurate details of where the service is to be provided.

The customer will be provided with a reference number and an acknowledgement letter will be forwarded. Once the request has been completed another letter will be forwarded to advise you on the completion and what action has been taken.

A '**complaint**' might result if you **are not satisfied with our response to your request for service, the standard of our service, or if we have made a mistake.**

If this happens please bring your complaint to us directly so that we can resolve the issue quickly, and improve our service for the future.

A complaint can be made by telephone, in person, in writing or by email to our main Council email address. More details can be provided in our complaints management policy.