

CUSTOMER SERVICE CHARTER

OUR CUSTOMER SERVICE VISION

The Barossa Council values our Customers and strives to provide the right people, efficient processes and systems to deliver a quality customer experience.

OUR VALUES

- **ACCOUNTABILITY** – We will be competent, reliable and responsive.
- **RESPECT** – We will treat you with courtesy and understanding.
- **HONESTY & INTEGRITY** – We will be transparent and ethical in our dealings with you and make decisions to benefit the community and future generations.
- **TEAMWORK** – We will work together to achieve your request in an efficient and effective way.

OUR COMMITMENT TO YOU

Regardless of the way you choose to interact with us, we....

- will greet you in a timely manner and provide you with professional, polite and attentive service.
- will be realistic about what we can do and in what timeframe.
- will listen to your enquiry and ask questions with the aim to resolve your enquiry at first contact, but if we can't, we will get back to you in a timely manner consistent with policy – and keep you informed of progress.
- may not always be able to completely satisfy your request, but we will explain clearly the decision or outcome.
- will seek your feedback on our service to make sure that we are delivering a quality experience to you.

HELP US HELP YOU

We ask that you...

- treat us with respect
- let us know when your situation changes – e.g. your address or personal details change.
- provide us with complete and accurate information relating to your enquiry.
- respect community property.
- understand that we may not be able to resolve matters outside of our control, but we will assist you to escalate or redirect your matter to an appropriate place.

CONTACT US

To access our services or give us feedback on the things that we do...

Principal Office

43-51 Tanunda Road,

PO Box 867,

NURIOOTPA SA 5355

EMAIL: barossa@barossa.sa.gov.au

WEBSITE: www.barossa.sa.gov.au

PHONE: 08 8563 8444

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Please access additional Charter's relating to specific services via Council's website.