

# Our Commitment to you...



*At Glenorchy City Council we are committed to our community and to giving our customers outstanding service.*

*This Customer Service Charter outlines how we will endeavour to serve you and what you can do if you believe we have not delivered to those standards.*

*We look forward to serving you well!*

## Council's Vision, Mission and Values

### Our Vision

We are a proud city; a city of arts; of opportunity; of partnerships; a city that makes exciting things happen.

### Our Mission

Glenorchy City Council will be a leader in local government, representing its local community and ensuring best value services.

### Our Values

**People:** We believe that each person is equal and has a positive contribution to make. The rights and opinions of all are heard, valued and respected.

**Diversity:** We value differences that enrich our community and the positive contributions everyone can make in improving the quality of community life.

**Progress:** We value innovation, flexibility and imagination in building a better and sustainable community.

**Prosperity:** We commit ourselves to achieving social and economic prosperity for all.



## We value all customers to GCC and we will:

- Greet you in a friendly way
- Treat you with respect, courtesy and professionalism
- Be helpful, sensitive and listen to your needs
- Answer your telephone call on average within a minute
- Provide you a counter service time that is as efficient as possible, with minimal waiting times
- Answer your telephone message before the end of the following working day
- Action or acknowledge your letters or emails within 10 working days

## How you can help us to help you:

- Treat our staff with mutual respect
- Respect the privacy and rights of other community members
- Give us accurate and complete information to work with
- Work with us to solve problems
- Give us feedback on how we can continue to improve our service

## How do you make a request or suggestion?

A service request is made when you would like action taken on an issue in our municipality. For example a pothole in the road that needs repair, a missed waste bin collection or why that dog keeps barking. We welcome any of your requests or suggestions. Council will track your request and will pass it onto the relevant department for action.

## How do you make a complaint?

A complaint is if you are not satisfied with a service you have received. We will treat all complaints seriously, confidentially and in a professional manner. You can make a complaint face to face over the counter, by telephone or in writing (by email or letter).

## What does Council do with a complaint?

We will register your complaint and send it to the relevant department for investigation. We will make sure we act on or acknowledge your complaint by phone or in writing within ten working days. While most issues can be fixed quickly, some may take time. We will keep you informed about the progress of your complaint if it is likely to take longer to investigate.

## What if you are not happy?

We are confident that most complaints will be fixed quickly. However, if you are not happy with the outcome of a complaint you may write to the General Manager of Glenorchy City Council and ask for the matter to be reviewed.

## Reporting of complaints

The General Manager will provide an annual report to Council on the number and nature of complaints received as required under section 339F of the *Local Government Act 1993*.

## What do you do if you are still not happy?

If you are still not happy with the result after the General Manager's review, you have the right to seek an external review from an outside agency. Agencies that may be able to assist are:

- **Ombudsman Tasmania**  
L6, NAB House, 86 Collins St, Hobart TAS 7000  
Post: GPO Box 960, Hobart TAS 7001  
Ph: (03) 6166 4566 or 1800 001 170  
E: [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)
- **Equal Opportunity Tasmania - The Office of the Anti-discrimination Commissioner**  
Level 1, 54 Victoria Street, Hobart 7000  
Ph: (03) 6165 7515  
E: [office@equalopportunity.tas.gov.au](mailto:office@equalopportunity.tas.gov.au)
- **The Director, Local Government Division**  
Level 5, 15 Murray Street, Hobart 7000  
Ph: (03) 6232 7022  
E: [lgd@dpac.tas.gov.au](mailto:lgd@dpac.tas.gov.au)

## How to talk to us:

- In person at 374 Main Road Glenorchy  
Mon-Fri 8:30am - 5:00pm
- By phone (03) 6216 6800  
Mon-Fri 8:30am - 5:00pm
- Translating and Interpreting Service (TIS) is available in person or by phone
- By email to [gccmail@gcc.tas.gov.au](mailto:gccmail@gcc.tas.gov.au)
- By letter to PO Box 103 Glenorchy TAS 7010
- Via Council's website at [www.gcc.tas.gov.au](http://www.gcc.tas.gov.au)