

## WHAT WE DO

Beyond rates, roads and rubbish, we provide a wide range of facilities, infrastructure and services to the community. When you walk along the lake foreshore, visit a library or art gallery, play on a sports field, enjoy the clean and tidy amenity of a picnic area or drop your child to a Lake Macquarie Family Day Care educator, you are benefiting from the work of Lake Macquarie City Council.

## OUR COMMITMENT TO YOU

You can expect that we will:



tailor our response to your needs and provide you with the information you require



do what we say we will do and update you if we are unable to meet our commitments



monitor our performance through regular customer satisfaction surveys to ensure we are providing our customers with quality service



treat you with respect, integrity and honesty



aim to provide consistent and clear information across our communication channels



actively pursue continuous improvement and understand the needs of our customers now and into the future

Our people will:



greet you in a friendly way and identify ourselves



be open and transparent about our processes



communicate clearly and in plain language



be experienced and knowledgeable



treat every customer equally and sensitively



focus on helping you find solutions to your needs



take responsibility for answering your enquiry




have systems in place to ensure that we protect your confidential information


## RESPONSIVENESS

OUR SERVICE WE WILL:	OUR STANDARD
Answer your telephone call to the Customer Service Centre	80 per cent of the time within 60 seconds
Return your call	One working day
Acknowledge receipt of your email	One working day
Respond to your letter or email	10 working days
Respond to posts on social media	One working day
Greet you at the Customer Service counter	Within three and a half minutes on average


If you use our digital services, you can expect:




to contact us when and where it is convenient for you



the website to be easy-to-use, with clear navigation and content so you can quickly find what you need




that you can access our online services at anytime




that if you sign up to receive our information, you always have the option to unsubscribe


To allow us to help, we expect you will:




provide us with information that is timely, accurate and complete




treat us with mutual respect



work with us to solve problems and reach resolutions



provide us with honest, constructive feedback on our service



contact us if you believe we have made an error or acted inappropriately

## FEEDBACK

Feedback includes compliments, complaints, suggestions or any information about our program delivery, services, performance or adherence to our Customer Charter.

Feedback and complaints can be made by phone, in person, in writing, by email or using our online feedback form.

While most problems can be resolved quickly, there are times when detailed investigation is required. We will keep you informed of the progress if this is the case. If you are still not satisfied after we have responded, you may ask for a review of our handling of the matter. The review process will determine if we acted according to our policies and guidelines.

Our **Feedback Management Policy** provides more detail on how we manage complaints, compliments and suggestions made to Council.