

Customer Service Requests

Requests for specific services will be recorded in Councils Record Management System to ensure the correct staff or department is promptly notified and can take action within the Customer Service Charter established standard time frames.

Complaints

Complaints are different from Service Requests. A complaint is generally an expression of dissatisfaction with Council's policies, level or quality of service or the behaviour of an employee.

Complaints can be lodged by phone, email, post or in person.



Customer Service Feedback

As Council strives to deliver exceptional customer service, you are encouraged to provide feedback. Your feedback provides valuable information to allow for continued customer service improvement.

Contact Us Phone

1300 459 689 All hours

Website

www.cgrc.nsw.gov.au

Email

mail@cgrc.nsw.gov.au

Address

Cootamundra Office
81 Wallendoon Street,
Cootamundra
Gundagai Office
255 Sheridan Street,
Gundagai
Office Hours

Monday to Friday 9am to 5pm

Other Agencies

The Ombudsman

www.ombo.nsw.gov.au

Ph: 1800 451 524

Office of Local Government

www.olg.nsw.gov.au

Ph: 02 4428 4100

ICAC (Independent Commission Against Corruption)

www.icac.nsw.gov.au

Ph: 02 8281 5999



**COOTAMUNDRA-
GUNDAGAI** REGIONAL
COUNCIL



CUSTOMER SERVICE CHARTER



**Cootamundra-Gundagai
Regional Council is
committed to providing
high level customer service
to meet the needs of its
growing and changing
community.**

Service Standards you can expect from our employees.

You will be greeted in a friendly and professional manner.

Council staff will communicate in a clear and concise manner at all times.

You will be treated with respect and courtesy.

Council staff will listen carefully and identify your needs.

Council staff will ensure you receive an excellent standard of service each and every time.

Council staff will respect your right to privacy and confidentiality.

Council staff will respond to your requests within our service standards.

Council staff will adhere to Council's Code of Conduct at all times.

Council staff will deliver solutions which are tailored, transparent and fair.

Helping Council help you.

You can help Council meet its commitments by:

- Providing accurate and complete information
 - Treating staff with mutual respect
- Respecting the rights of other customers
- Working with staff to solve the problem

Measuring and improving the quality of Council service.

Council will measure and improve the quality of its service provision by:

- Conducting an annual 'Customer Satisfaction' Survey
- Obtaining feedback from the community using feedback forms and customer surveys
 - Implementing quality training to all staff
- Using corporate reporting to measure performance
- Recognising staff for delivering exceptional customer service

The full version of CGRC Customer Service Charter can be viewed at www.cgrc.nsw.gov.au

