

## Mid Murray Council Customer Service Charter

Our Customer Service Charter highlights our commitment to you, our customers, on the kind of experience and service that you can expect to receive from us. It will guide our staff to deliver on those commitments and describes the level of service standards you can expect when you contact us.

### Our Service Standards

Mid Murray Council is committed to communicating with customers in a timely manner.

#### *If Customers Telephone us*

We will

- Answer calls promptly and courteously. Staff will identify the Council and their first name.
- Take personal responsibility for, and ownership of, your enquiry to reduce transferred calls.
- Where possible, on transferring your call internally, provide relevant information to the recipient to reduce the need for you to explain the purpose of your call multiple times.
- Return phone calls as soon as practicable, but not exceeding two (2) business days. If the officer you need to speak with is unavailable for any reason, we will advise you of any delays and offer suitable options or offer to return your call.
- Always end our conversation in a polite way.

#### *If Customers Write to us*

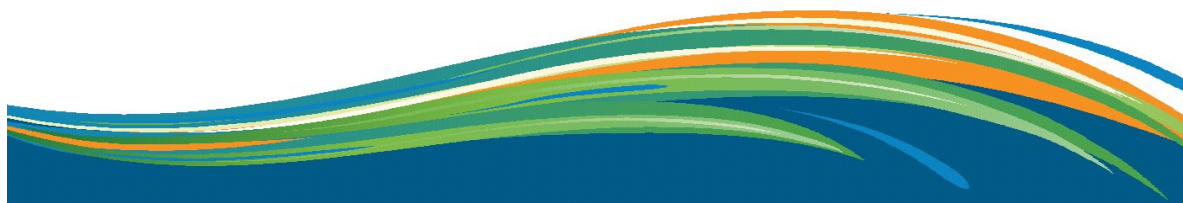
- We will respond to correspondence in writing or by making personal contact with the sender within ten (10) business days of receipt with a substantive reply or an interim reply detailing when a substantive reply can be expected.
- We will write to you in clear, concise language that is easily understood.
- We will ensure that all correspondence includes the name, position and contact details of the officer dealing with the matter.

#### *If Customers Visit us*

Our customer service team will

- Give you a courteous welcome and offer assistance.
- Listen to your request by asking questions, taking notes and confirming details.
- Endeavour to complete your request at the time of your visit. If your enquiry is of a technical or specialised nature, the information will be provided to the appropriate officer via Council's Customer Service Request system for further assistance.

To view our response timeframes on our processes and service deliverables please click [here](#).



## Customer Complaints

We have a formal complaints policy and supporting procedures which outline standards and processes for actioning matters raised by customers. The documents can be accessed from Council's [Policies, Procedures & Guidelines page](#).

If you are dissatisfied with how Council has dealt with a matter, you can make a formal request for a review of a Council decision in accordance with the requirements of Section 270 of the *Local Government Act 1999*. To view Council's Procedure for Review of Council Decisions, please click [here](#).

## Privacy and Confidentiality

Whilst every effort will be made to protect the privacy of individuals, correspondence received by Council is held in accordance with the *State Records Act 1997* and may be discoverable under the *Freedom of Information Act 1991*, *Ombudsman Act 1992*, *Local Government Act 1999*, *Development Act 1993* or other applicable legislation.

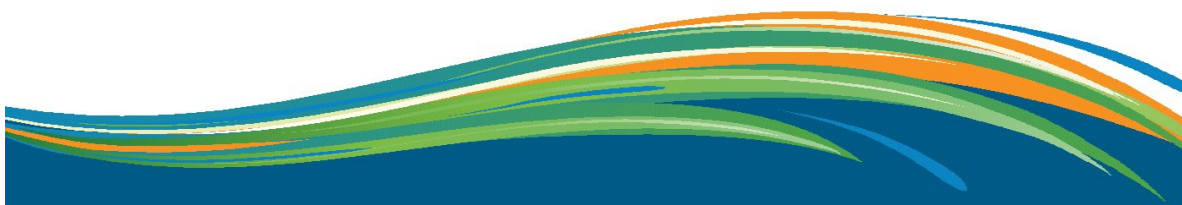
## How you can help us

To assist Council in providing quality services and information, we ask that you:

- Be open and honest with us by providing accurate and complete details when contacting us
- Be courteous, polite and respectful of our employees
- Contact us to make an appointment if you have a complex or technical enquiry, or need to meet with a specific officer
- Quote reference numbers, when contacting us regarding an existing query or application
- Anonymous Customer Service requests will not be accepted, unless there are extenuating circumstances
- Let us know when your situation changes, for example, your address details change
- Work with us to help solve problems
- Help us recognise our employees by telling us when you have received excellent customer service
- Tell us where we fall short on our service in any aspect so that we may improve our services to you

You may be asked to put your request in writing. Our preferred method of corresponding is via email.

Please refer to our website for [Procedures and Guidelines](#).



## How to keep up-to-date with us

Check out the latest news on our website or join our Facebook page



<https://www.mid-murray.sa.gov.au/council/latest-news>



<https://www.facebook.com/MidMurrayCouncilSA>

## Contact us –

**Email** *(our preferred method)*

postbox@mid-murray.sa.gov.au

## In writing

PO Box 28  
Mannum SA 5238

## Via our website

[www.mid-murray.sa.gov.au](http://www.mid-murray.sa.gov.au)

## In person at one of our offices



### Mannum Office

49 Adelaide Road, Mannum  
Telephone (08) 8569 0100  
Monday to Friday 9.00am to 5.00pm



### Cambrai Office

Main Street, Cambrai  
(08) 8564 6020  
Monday to Friday 9.00am to 5.00pm



### Morgan & Districts Community Hub

Corner Fourth & Eighth Streets, Morgan  
Telephone (08) 8540 0060  
Monday to Friday 9.00am to 5.00pm  
**Morgan Library** – Saturday 8.00am to 11.00am



### Blanchetown Community Hub

3 Shaw Street, Blanchetown  
Telephone (08) 8540 0901  
Tuesday and Thursday 10.00am to 2.00pm

