



Customer Service Charter

The Strathfield Council Customer Service Charter outlines our commitment to providing high standards of customer service.

We are committed to:

- Treating everyone with fairness and respect
- Providing prompt, courteous and efficient service while constantly striving to improve our customers experience
- Working as a team to exceed our customers' expectations
- communicating in an open and genuine manner
- Continuously improving our services
- Making a positive difference in the community
- Actively seeking feedback and engaging with the local community through consultation
- Acting with honesty, integrity, and fairness
- Listening carefully to your requests while providing clear, accurate, and timely information
- Keeping personal information confidential
- Conducting regular customer satisfaction surveys
- Referring customers to alternative places where services may be available if the Council is unable to provide the service they need.

We invite you to:

Attend and speak at council and committee meetings, attend public meetings to discuss special issues, and provide feedback on positive experiences and suggestions for improvement.

Our service standards include:

- Attending to enquiries at our Customer Service Centre within 3 minutes queuing time
- Offering customer phone support service 24 hours 7 days a week through Council's Call Centre and after-hours service
- Answering contact centre calls within 20 seconds of waiting, 90% of the time
- Responding to written inquiries within 10 working days, 90% of the time
- Providing an accessible website, and including a contact name and number on all correspondence to our customers.

To help the Council provide better service customers are encouraged to:

- Be courteous and respectful
- Provide clear, complete, and accurate information
- Contact the Council to make appointments to discuss complex enquiries or to ensure availability of specific services
- Comply with any directions given by council staff and inform the Council when they receive excellent customer service and also identify areas for improvement.

Council has adopted a Complaints Management Policy which outlines the standards for the actioning of complaints quickly and effectively.

Contacting Council

If you wish to raise an issue with Council, the options are:

Online Requests: Please complete Council's Customer Service Online Request Form

Or via email council@strathfield.nsw.gov.au

In person: Customer Service Centre located at 65 Homebush Road Strathfield NSW



Library and Innovation Hub located at 65-67 Rochester St Homebush NSW



Write: Strathfield Council, PO BOX 120, Strathfield NSW 2135.

Address your enquiry to the General Manager.

Telephone: (02) 9748 9999 available 24 hours a day, seven days a week

Assistance: An interpreter service is available to speak to Strathfield Council in your own language through the Translators and Interpreter Service (TIS). Please call 13 14 50 and ask for your language. Then ask to speak with "Strathfield Council" on telephone (02) 9748 9999. Use of this service is the cost of a local call.