

## What you can expect

### OUR SERVICE COMMITMENT TO YOU

- Be friendly, efficient, and consistent on every interaction & provide information which is timely, accurate and reliable
- Handle your enquiry with confidentiality and respect
- Resolve your enquiry at first contact where we can, or explain how your matter will be progressed and who is responsible
- Provide you with a reference number and timeframe for your service requests
- Continually review and improve our services to you

### WHAT DO WE ASK FROM YOU?

- Provide information that is timely, accurate and complete to assist us in meeting our service levels and your expectations
- Be open and honest in your dealings with us
- Treat our staff with courtesy and respect
- Provide us with honest and constructive feedback to help us improve service delivery



#### WHEN YOU VISIT US WE WILL...

- Acknowledge & greet you at the customer counter in a timely manner
- Endeavour to provide an end-to-end customer experience which has the customer as its focal point
- Process your transactions efficiently with a smile



#### WHEN YOU PHONE US WE WILL...

- Strive to answer your call as quickly as possible
- Greet you courteously and introduce ourselves by name
- Strive to have your enquiry resolved by the first person you speak to, otherwise direct you to the relevant person or department
- Return phone calls and messages within 1 working day



#### WHEN YOU WRITE TO US WE WILL...

- Respond to you within 10 working days
- For complex enquiries or complaints, requests will be acknowledged within 10 days, and advised of outcome and/or any action taken within 21 calendar days
- Ensure we communicate with you using easy to understand language



#### WITH OUR WEBSITE AND SOCIAL MEDIA WE WILL...

- Ensure regular monitoring of social media.
- Continuously review our website to ensure it is easy to use, with clear navigation and content so that you can quickly find the exact information you need <https://www.parkes.nsw.gov.au>
- See Council's Communications Policy for more details on Website & Social Media communications

## ASK A QUESTION, REPORT A PROBLEM, MAKE A REQUEST OR PROVIDE FEEDBACK

You can do this by scanning the QR Code  
or by emailing us at [council@parkes.nsw.gov.au](mailto:council@parkes.nsw.gov.au)



Council encourages complaints in writing to ensure we have all the information.  
Refer to the **Customer Service & Customer Complaints Handling Policy** located on the website for more information.