

# CONTACT US

## GANNAWARRA SHIRE COUNCIL CUSTOMER CHARTER

### COMPLAINT MANAGEMENT

We make every effort to resolve complaints within 10 working days. If we cannot resolve your complaint within this time, you will be kept informed of our progress.

A copy of Council's Complaint Handling Policy is available online at [www.gsc.vic.gov.au](http://www.gsc.vic.gov.au).

### PRIVACY STATEMENT

Gannawarra Shire Council collects and holds personal information for the purpose of carrying out its functions under the *Local Government Act 1989* and facilitating the operation of other Acts of Parliament.

Collection and handling of personal information is conducted in accordance with Council's Privacy Policy (No. 74) which is displayed on Council's website ([www.gsc.vic.gov.au](http://www.gsc.vic.gov.au)) and available at Council's Kerang and Cohuna offices.

For further information regarding Information Privacy, contact Council's Privacy Officer on (03) 5450 9333.

**Online:**

[www.gsc.vic.gov.au](http://www.gsc.vic.gov.au)

**Email:**

[council@gannawarra.vic.gov.au](mailto:council@gannawarra.vic.gov.au)

**Telephone:**

03 5450 9333

National Relay Service – 133 677

**In Person:**

**Kerang Office**

Patchell Plaza

47 – 49 Victoria Street

Kerang

8.30am – 5.00pm Monday to Friday

(excluding public holidays)

**Cohuna Office**

23 – 25 King Edward Street

Cohuna

10.00am – 4.00pm Monday to Friday

(excluding Tuesday's 12.30pm – 1.15pm and public holidays)

**In writing:**

Gannawarra Shire Council

PO BOX 287

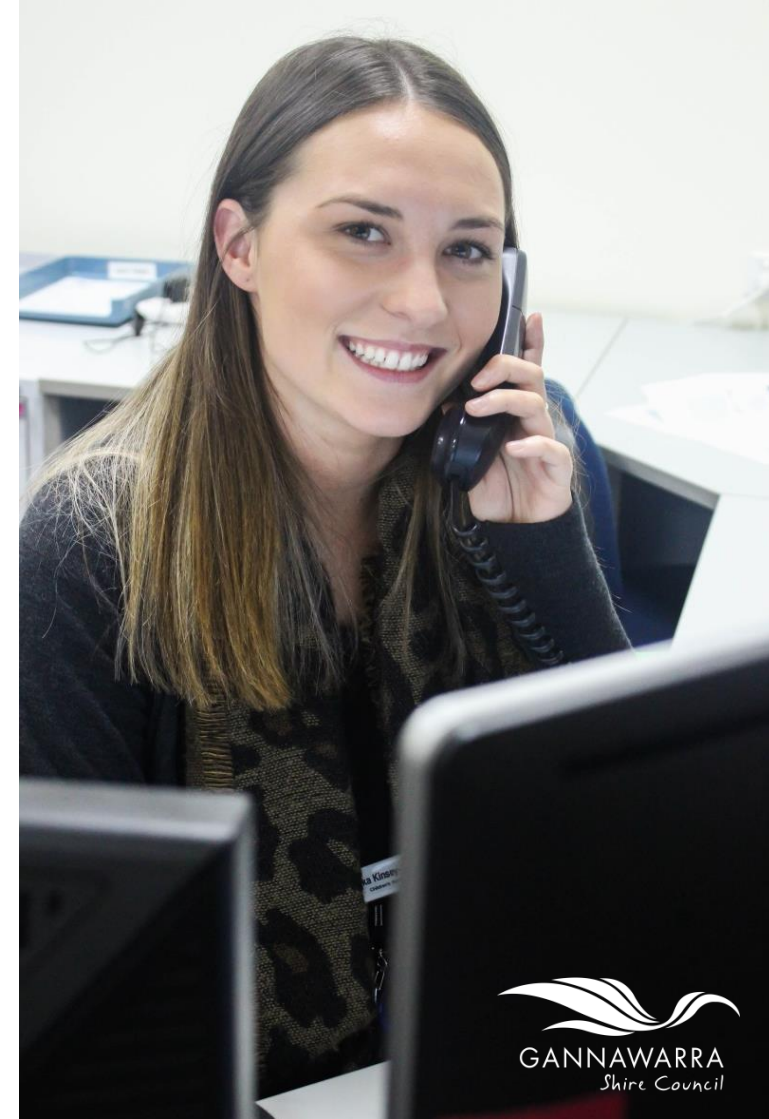
Kerang VIC 3579

**Facebook:**

[www.facebook.com/gannawarra](http://www.facebook.com/gannawarra)

**Twitter:**

[twitter.com/@gannawarrashire](https://twitter.com/@gannawarrashire)



# OUR COMMITMENT TO YOU

Gannawarra Shire Council is committed to working in partnership with you, our community, to deliver quality services through dedication, innovation and continuous improvement.

Our customers remain our highest priority and we are committed to delivering excellent customer service that is accessible, timely and consistent.

We will listen to our community and use our collective knowledge and sound judgement to respond and close the loop.

In meeting the needs of our community, our focus is to listen, engage and consider our customers when providing services, whether it is paying rates or returning a book to the library.

Council provides a diverse range of services to the Gannawarra community. We are committed to continuing to listen to our customers and enhance and streamline our processes to make it easier to interact with us for your range of service needs.

# EVALUATION

## YOU CAN EXPECT THAT

- We will provide prompt, friendly, courteous and efficient service
- We will listen and respond to your concerns in a timely manner
- We will respect and protect your personal information
- We will notify you if there is a delay in resolution
- We will provide information that is current and easily understood
- If Council cannot provide the service you require we will endeavor to refer you on
- We will leave a visit card with contact details if we call at your residence and you are not home

## YOU CAN HELP US BY

- Treating Council staff with respect, honesty and courtesy
- Respecting the privacy, safety and needs of other members of the community
- Providing accurate and detailed information
- Providing your current contact details and advising us if they change
- Providing us with feedback so we can deliver better services

## EVALUATING AND IMPROVING OUR PERFORMANCE

Evaluating our performance provides a regular method of identifying improvement opportunities, enabling us to continually improve the delivery of service to our community.

Performance will be measured regularly through Council's Corporate Performance Reporting Framework, available from [www.gsc.vic.gov.au](http://www.gsc.vic.gov.au).

## FEEDBACK

Gannawarra Shire Council is committed to being a customer focused organisation. Understanding your experience with Council is important to us and will assist us to improve our services.

As we strive to deliver quality service, we encourage you to provide your feedback. Whether you have a complaint or a compliment, we would love to hear from you.