# **Customer Service Charter**

The Customer Service Charter outlines the City of Melbourne’s values and commitments to our customers. It’s a promise we make to each customer to deliver the best experience in every interaction.
Customer queries help us understand and respond to community needs – so we encourage you to reach out. Working together, we can shape a vibrant future for Melbourne.

**Our commitment to you**

We aim to provide exemplary customer service and seamless, connected customer experiences.

We are committed to:

• being caring and empathetic when speaking to you

• understanding everything you need, and why it is important to you

• helping you quickly find the right information or person to talk to the first time

• being up-front, setting honest expectations and keeping you up to date

• taking ownership of your enquiry and ensuring it is resolved

• being curious and willing to learn so we can unlock opportunities and better ways to help you.

We are also committed to understanding our neighbourhoods, which helps us better connect and respond to unique community and customer needs.

We encourage you to contact us on our official channels. When you do so we commit to the following response and resolution times.

**Response times**

When you contact us, we aim to meet the following response times:

**Phone, live chat or in-person**

We will endeavour to respond **immediately**, or minimise your waiting time.

**Email or social media**

We will acknowledge your message within **one business day**.

**Resolution times**

After you contact us, we will record your request in our system and provide a reference number. Then we aim to meet the following resolution times:

**• When you ask a question**

We will attempt to resolve your enquiry when you first reach us. If this is not possible, we will contact you within **three working days** with an answer or a timeframe for resolution.

**• When you report an issue or request a service**

We will give you a specific timeframe for completion and then tell you when your request is complete.

If we require more time to complete the work, we will update you with a revised timeline and the proposed course of action. If we cannot action your request (for example, due to regulatory constraints or specific circumstances), we will contact you and tell you why.

**How you can help**

To help us deliver the best experience to you, we ask that you:

• Let us know when your contact details or circumstances change so we can keep our information up-to-date.

• Be polite and respectful towards our employees and other customers. The City of Melbourne supports a safe work environment including the use of appropriate language and behaviour, free from discrimination or harassment.

• Understand that we will not tolerate behaviour that is likely to put someone in physical danger or make them feel anxious, threatened, or disrespected. Our employees are trained to report inappropriate conduct immediately and we reserve the right to end a call or ask you to leave, and we may contact the police if you refuse to comply.

**Customer service values**

Our values underpin the way we deliver services and experiences to our customers:

• Integrity – We take responsibility for our actions in an honest and open way providing you with timely updates and clear communication.

• Courage – We willingly take steps to create new and better ways of doing business to provide you with better outcomes.

• Accountability – We hold ourselves accountable for our decisions and actions, and communicating openly on the outcomes of your request.

• Respect – We consider and value the perspective and contribution of others.

• Excellence – We continuously improve our performance to achieve outstanding outcomes for Melbourne.

**Feedback**

We seek and welcome all customer feedback to understand if you are satisfied or dissatisfied with our services, and why. We use customer feedback to monitor and improve our services.

Provide [feedback](https://services.melbourne.vic.gov.au/ask/feedback).

**Complaints**

We aim to identify your issue early and resolve it as soon as possible.

If your experience with the City of Melbourne didn’t meet your expectations, please take the time to let us know.

We take complaints seriously and attempt to resolve any issue. We use complaints data to improve our services.

[Make a complaint](https://www.melbourne.vic.gov.au/about-council/governance-transparency/policies-protocols/Pages/complaint-resolution-policy.aspx?utm_source=contact-us&utm_medium=cta&utm_campaign=complaint-policy).

**Contacting us**

**Access our services online:**

You can access information and request key services 24/7 on the City of Melbourne’s services pages.

The City of Melbourne is here to help. If you require immediate assistance, please contact us by phone.

**Phone**

+61 3 9658 9658

7.30am to 6pm, Monday to Friday (public holidays excluded)

Outside of these hours, contact us for emergencies and time critical issues.

**In person**

Customer Service Centre at Melbourne Town Hall

120 Swanston Street, Melbourne

8.30am to 5pm, Monday to Friday (public holidays excluded

**Postal address**

GPO Box 1603

Melbourne VIC 3001

**Delivery address for couriers**

City of Melbourne

c/o- Door 2, 1D Marine Parade

Abbotsford VIC 3067

Note: The City of Melbourne does not accept hand delivered items or submissions. These need to be sent by post or courier.

**Social media**

[Facebook](https://www.facebook.com/cityofmelbourne), [Twitter](https://twitter.com/cityofmelbourne), [Instagram](https://www.instagram.com/cityofmelbourne/) and [Linkedin](https://www.linkedin.com/company/city-of-melbourne).

**Relay and accessible services**

Please call via the National Relay Service:

Teletypewriter customers: 133 677

Speak and Listen customers: 1300 555 727

**Multilingual and translation services**

Our multilingual service offers assistance to people from a non-English speaking background.



**Our commitment to privacy**

We view the protection of your personal information as an integral part of our commitment towards complete accountability and integrity in all our activities and programs.

The [Privacy Policy](https://www.melbourne.vic.gov.au/about-council/governance-transparency/policies-protocols/pages/information-privacy-policy.aspx) outlines our policies relating to the management of personal information as required by the Privacy and Data Protection Act 2014. You can elect to remain anonymous when requesting a service or reporting an issue; in some instances we may be unable request or advise you on its outcome.