

CUSTOMER SERVICE CHARTER

Katherine Town Council is committed to the provision of high-quality services provided by polite and helpful staff. To achieve this, the following standards have been set:

At all times:

- We will deal with you in a polite and helpful manner.
- We will constantly look for ways in which our service can be improved.
- We will listen to you and take your views into account.
- We will provide you with as much information as possible.
- We will treat you fairly and take account of your particular needs.
- We will respect your right to confidentiality.

When you want to contact us:

You can call in person, telephone, write to us or use e-mail and our office is open between the hours of 8:00am and 4:15pm, Monday to Friday.

When you telephone:

We will answer the telephone promptly, courteously and your enquiry will be dealt with directly without unnecessary transfers. If we cannot deal with your enquiry, we will give you the name of the person it will be referred to and get them to call you back in a timely manner.

When you write or e-mail:

We will reply within ten (10) working days. Our response will be either in full, or as an acknowledgement outlining the name of the person handling the matter. All correspondence will be as prompt as possible, courteous and written in plain English. If your email requires urgent response, please call to have your email dealt with immediately.

If you have a complaint:

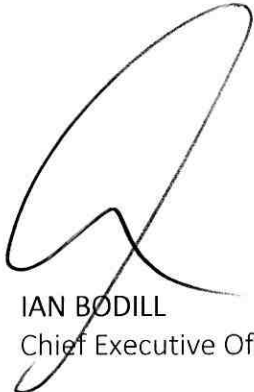
- We want to know about it as we view complaint resolution as an important part of our continuous improvement process.
- We will investigate it and try to put things right.
- We will acknowledge your complaint (whether formal or informal) in writing.
- We will resolve your complaint to the best of our ability within ten (10) working days and will contact you again to check that you are satisfied.

If you are not satisfied, you will have the right to have your complaint investigated further and the right of appeal.

If you request repairs or maintenance works to Council infrastructure:

- We will repair potholes on sealed roads within seven (7) working days of reporting.
- We will repair or remove dangerous road signs within one (1) working day of reporting and defective signs will be repaired or replaced within seven (7) working days of reporting (subject to availability).
- We will make safe trip steps on footpaths within one (1) working day of reporting and repair them within 21 working days of reporting.
- We will respond to requests for works in public parks or reserves within seven (7) working days and undertake approved works within a reasonable time frame.
- We will clear blockages of the storm water drainage system that are likely to cause property damage within 12 hours of reporting.
- We will respond to Waste requests within seven (7) working days of receiving the request.

If you wish to discuss any of our services,
please raise this with a member of Council staff, telephone (08) 8972 5500 or write to
records@ktc.nt.gov.au



IAN BODILL
Chief Executive Officer

Date: 14 September 2020