

## How will you know we are meeting our customer service commitments?

Each quarter we will report against three key standards:

- Performance against service standards – we will track our response times against Key Performance Indicators set for specific types of enquiries.
- Enquiry escalations – we will track the number of complaints received and resolution times.
- Adherence to Privacy Policy – we will record any breaches of our privacy policy.

Results will be published on the Council website: [kingston.vic.gov.au](http://kingston.vic.gov.au). It will be available at our Customer Service Centres, or by calling 1300 653 356. Yearly reporting will also be provided in our Annual Report.

## What can you do if you feel your concern has not been satisfactorily addressed?

If you have lodged an enquiry with Council and feel we have not effectively responded to your concern within the agreed timeframe, we ask you to:

1. Request to speak to the Team Leader and/or Manager of the relevant department

If you are still not satisfied with the way your enquiry has been handled you can:

2. Contact our Issue Resolution Officer, via:

 1300 653 356

 In writing to Issue Resolution Officer  
City of Kingston, PO Box 1000 Mentone 3194

 [info@kingston.vic.gov.au](mailto:info@kingston.vic.gov.au)

Our Issue Resolution Officer will contact you to acknowledge your complaint and respond to you within 10 working days, or as otherwise agreed.

If you are not satisfied that your complaint has been handled effectively, you can:

3. Contact the Victorian Ombudsman by:

 1800 806 314

 [ombudsman.vic.gov.au](http://ombudsman.vic.gov.au)

 [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)

 Level 9, 459 Collins Street (North Tower),  
Melbourne 3000.

In order for us to help you as efficiently as possible, we ask you to:

- Provide accurate, detailed information
- Have related information on hand (such as invoice numbers, dates, names etc)
- Respect the rights of other community members
- Keep us updated (let us know if your details have changed, or if you can't make an appointment)
- Ask, listen and respect – Council staff are here to help you, please treat them with courtesy and respect.



Everyone has a legal duty of care to ensure that we are all free from discrimination, bullying and harassment. Kingston's Local Law 3 prohibits inappropriate behaviour in Council buildings.

Council officers are permitted to refuse service to anyone behaving inappropriately. Please be mindful of this as Council officers do not want to be in a situation where we refuse service.



# Our Service Commitment to you



1 Take the time to understand your needs



2 Respond with care and courtesy



3 Make it easy to contact us



4 Be reliable



5 Provide clear and consistent information



6 Work with you to find a solution



7 Value your opinion

*community inspired leadership*

At the City of Kingston we aim to put our community first, to be dynamic and accountable. Our commitment to you is to provide exceptional care and service to achieve the best possible outcome.

# We will meet our service commitment to you by:



## 1 Taking the time to understand your needs

We recognise that: you want fast, efficient customer service when paying a bill, reporting an issue or finding out about an event, program or service.

At other times, you may want to have a more personal and detailed conversation with Council to have a say about a new strategy, seek advice on a complex issue, or find out more about a Council event, project and policy.

In every situation, we will take the time to listen and understand your concerns so we can respond quickly and effectively. If we are not the most appropriate authority to deal with your enquiry, we will refer you to the appropriate agency.

## 2 Responding with care and courtesy

We will always exercise patience, empathy and understanding in an effort to work out the best way we can help. We ask that you also treat our staff with respect and courtesy.

## 3 Making it easy to contact us

We want communication to be easy. We will ask you how you prefer to communicate with us.

We can be contacted via:

-  1300 653 356
-  TTY: (03) 9581 4506
-  Multilingual telephone line: (03) 9679 9887
-  [kingston.vic.gov.au](http://kingston.vic.gov.au)
-  [info@kingston.vic.gov.au](mailto:info@kingston.vic.gov.au)
-  [facebook.com/city-of-kingston](https://facebook.com/city-of-kingston)
-  PO Box 1000, Mentone 3194
-  In person, Monday to Friday at:

- Cheltenham, 1230 Nepean Highway – 8.30 am to 5.30pm
- Mentone, 34 Brindisi Street – 9.00am to 5.00pm
- Chelsea, 1 Chelsea Road – 10.00 am to 4.30pm

## 4 Being reliable

We will be clear about the proposed action we will take and when we will respond to your enquiry. If at any point, we are unable to meet these commitments, we will explain why and work with you to set new timeframes.

We will always clearly state our name and position, and when applicable provide a reference number so it's easy for you to follow-up with us at any time.

## 5 Providing clear and consistent information

We will aim to provide clear and accurate information at all times. If we don't know the answer to your question we will say so and endeavour to source the correct information and get back to you in a timely manner.

## 6 Working with you to find a solution

No matter how simple or complex your enquiry, we will work with you to find a solution. We liaise with internal departments on your behalf to find the best solution to your problem or enquiry, and keep you informed of our progress. If we are unable to assist you, we explain why, direct you to someone who can and/or advocate on your behalf.

## 7 Valuing your opinion

We value everyone's opinion and encourage you to participate in Local Government by:

- Attending and participating in Council and/or Village Committee meetings
- Providing input into consultations about new strategies and projects
- Calling, visiting or writing to us with your feedback
- Considering standing for Council when elections are held or becoming a member of a Council committee.