



City of **HOBART**

CUSTOMER SERVICE CHARTER

The City of Hobart exists to serve the community so our customers are at the heart of everything we do.

This charter details what you can expect as a customer of the City of Hobart. If we don't meet these standards let us know so we can keep improving.

Our service principles

As a customer of the City of Hobart, you can expect us to act:

- **Respectfully**
by providing courteous and friendly service, listening to your needs and valuing and considering the perspective and contribution of our diverse community
- **Responsively**
by acknowledging that we are available to you via your preferred method of contact
- **Resourcefully**
by managing and maintaining facilities on your behalf to ensure a high standard of presentation and performance for your use and enjoyment

Our contact standards

You can expect prompt responses from us within the following timeframes:

- By phone:
- We will answer calls quickly and connect you with the right service area to deal with your call.
 - We will reply to phone messages within two business days.

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| In writing | We will acknowledge your correspondence and advise our intended actions within ten business days. |
| Via social media | We will answer your message within one business day and point you in the right direction to make a formal request or complaint. |

Making a request

Please let us know if your bins weren't picked up, there is a pothole in your street or you have any other service request. Our staff can't be everywhere, so when you let us know there is a problem it helps us do a better job.

Making a complaint

If you want to make a complaint about services provided by the City, please let us know, providing us with your name, address, telephone number and details of the issue. We will acknowledge your complaint within three business days, followed by advice on the results of our investigation and proposed action within ten business days.

If you are not happy with our response, you can request the Office of the Ombudsman to review it.

The Ombudsman is responsible to the Parliament of Tasmania and can be contacted at:

- level 6, 86 Collins Street, Hobart.
- ombudsman@ombudsman.tas.gov.au
- 1800 001 170

Passing on a compliment

We want to reward and celebrate our staff when they do the right thing, so please let us know if you think someone has done an outstanding job.

Community engagement

The City of Hobart recognises your right to be informed and have input into decisions which affect your life.

The yoursay.hobartcity.com.au website is where you can find out about and provide feedback on important projects that are shaping Hobart's future. You can also comment on any matter on our Facebook page.

Help us help you

We ask you to:

- keep us updated on changes to your contact details
- treat our employees respectfully
- provide us with accurate and complete information.

Contact us

In person: Hobart Council Centre
16 Elizabeth Street, Hobart
(corner Elizabeth and Davey streets)
8.15 am to 5.15 pm
Monday to Friday (public holidays excluded)

By phone: + 61 3 62382711
8.15 am to 5.15 pm
Monday to Friday (public holidays excluded)

By mail to: The General Manager
City of Hobart
GPO Box 503
Hobart 7001

By email: coh@hobartcity.com.au

Online: general request form at
hobartcity.com.au/Council/Communications-complaints-and-feedback

Via social

media: Facebook: facebook.com/CityofHobartOfficial/#

Linked In: linkedin.com/company-beta/55243/

Further help

If you have a speech or hearing impairment, the National Relay Service website can help you to make contact with the City: relayservice.gov.au.