



City of **HOBART**

## **CUSTOMER SERVICE CHARTER**

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The City of Hobart Customer Service Charter details our service commitment to our customers.

If we don't meet these standards please let us know so we can keep improving.

City of Hobart values: our values underpin our customer service approach

*We're about people*

We value people – our community, customers and colleagues

*We're professional*

We take pride in our work

*We're enterprising*

We look for ways to create value

*We're responsive*

We're accessible and focused on service

*We're inclusive*

We respect diversity in people and ideas

*We're making a difference*

We recognise that everything we do shapes Hobart's future

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 keeping you informed using your preferred method of contact
- Resourcefully  
by delivering a range of relevant and accessible services on your behalf and managing and maintaining facilities to ensure a high standard of presentation and performance for your use and enjoyment

## Our contact standards: outline our service commitments to our customers

You can expect the following responses from us.

- We will answer your phone call promptly and where possible resolve general enquiries.

Where we need to take specific action, we will refer you to the relevant service area and let you know what we will do.

- We will reply to your correspondence, including e-mails and advise you of our intended actions, within ten business days.
- We will answer your social media message within one business day and where some form of action is required by the City, we will inform you of the next steps.

If the nature of your enquiry or request is not straightforward, we will keep you informed of our progress.

Whilst it is the City's aim to satisfy our customers, circumstances will, at times necessitate outcomes which may not be to the satisfaction of all of our customers. When this happens we will explain why.

### Making a request

Please let us know if your bin collection was missed, you've noticed a pothole in your street or you notice overhanging trees which make it difficult to use a footpath.

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 have a complaint about an unreasonable delay in response to a request, the behaviour of an employee, or about the withdrawal or reduction of a service provided by the City, please let us know.

We will need your details so we can investigate and respond to you, so please provide your name, address, contact phone number and details of the issue.

We will manage your complaint in line with the City's complaint management policy.

You can expect acknowledgment of receipt of your complaint within three business days, followed by advice on the results of our investigation and proposed action within ten business days.

Sometimes we may need longer to complete the investigation. If this is the case, the investigating officer will make contact with you to discuss what we are doing and provide an estimated timeframe for your next update.

If you are not happy with the City's response to your complaint, 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](mailto:ombudsman@ombudsman.tas.gov.au)
- 1800 001 170

## Community engagement

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

The City's YourSay website is where you can find information and provide feedback on important projects that are shaping Hobart's future. You can also comment on any matter on our Facebook page.

At times we will engage in a range of other ways to inform, ask or collaborate with you. The best way to engage with our community will be tailored to achieve the greatest input and feedback in relation to specific projects or programs being discussed.

## Passing on a compliment

We welcome your compliments and want to recognise and celebrate our staff and the work they do to make Hobart the special place that it is.

Please let us know if you think someone has done an outstanding job or the City has delivered a project or event which has particularly impressed you.

## Help us help you

We ask you to:

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

## Contact us

In person: Hobart Council Centre  
16 Elizabeth Street, Hobart  
(corner Elizabeth and Davey Streets)  
Our business hours are 8.15 am to 5.15 pm  
Monday to Friday (except public holidays)

By phone: + 61 3 6238 2711  
8.15 am to 5.15 pm  
Our business hours are 8.15 am to 5.15 pm  
Monday to Friday (except public holidays)

For urgent assistance outside business hours, please call us on the number above, stay on the line and you will be transferred to the City's after-hours service provider who can put you in touch with our Duty Officers.

For non-urgent matters please leave a voice message which will then be actioned during normal business hours. Alternatively, you may wish to complete the customer request form at [hobartcity.com.au](http://hobartcity.com.au)

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

By email: [coh@hobartcity.com.au](mailto:coh@hobartcity.com.au)

Online: general request form at  
[hobartcity.com.au/Council/Communications-complaints-and-feedback](http://hobartcity.com.au/Council/Communications-complaints-and-feedback)

YourSayHobart

[yoursay.hobartcity.com.au](http://yoursay.hobartcity.com.au)

Via social

media: Facebook: [facebook.com/CityofHobartOfficial/#](https://facebook.com/CityofHobartOfficial/#)

Linked In: [linkedin.com/company-beta/55243/](https://linkedin.com/company-beta/55243/)

## Further help

If you are deaf or have a speech impairment, contact us through the National Relay Service website at [relayservice.gov.au](http://relayservice.gov.au).

If you would like the support of translating or interpreting services, contact the Australian Government's Translating and Interpreting Service using their website [tisnational.gov.au](http://tisnational.gov.au) or by phone 131450