

Customer Service Charter

Kiama Municipal Council serves the community and our customers including residents, workers, visitors, community groups and businesses.

This Customer Service Charter sets out our commitment to you as our customer and the standards of service we aim to deliver for our community.

We care about our customers and strive to meet your needs, wants and expectations through exceptional service delivery.

We welcome and value your feedback to help us improve our service and to celebrate when we have done a good job.



Our commitment to you

Council Officers will:

- behave in a way that reflects and upholds our values: Respect, Innovation, Integrity, Teamwork and Excellence
- provide a customer service experience that is welcoming, friendly, polite, accurate, reliable, and professional
- respect privacy and confidentiality
- maintain a focus on continuous improvement

Our team provides prompt communication by:

- answering calls to our main Council number within **30 seconds**, or
- enabling you to leave a message if we are unable to take your call, which we will respond to within **5 business days** (unless otherwise advised eg: Council Officer on leave)
- respond to all written correspondence (other than statutory timeframe governed matters) within **10 business days**, or acknowledge if the 10 business day response time is not achievable

Our commitment to privacy

We store the details of enquiries to facilitate contact with our customers. We keep the information confidential and it is used for the purpose it was collected only, within the guidelines of our [Privacy Management Policy](#).

Help us help you

In return we request that you:

- treat our staff with courtesy and respect - no abusive language or behaviour will be tolerated
- respect the privacy and rights of other customers
- provide us with complete and accurate information
- inform us promptly of any change of address or change of circumstances
- work with us in partnership
- be open and honest in your dealings with us and comply with the law
- provide constructive feedback so that we can improve your experience
- acknowledge that Council is subject to strict governance and legislation that may result in decisions that you do not agree with

Scan here
to provide
feedback









Services and timeframes

SERVICE AREA		RESPONSE / ACKNOWLEDGEMENT
General services	Correspondence	10 days
	Complaints	10 days*
	Customer Action Requests (CRMs)	10 days, urgent requests are expedited
	Informal Requests for Information	10 days*
	Formal Access Application	20 days*
	After-hours emergency service (roads/parks/Council buildings)	24 hours, 7 days a week
Planning	General planning enquiries	10 days*
	Development compliance complaints	10 days*, urgent requests are expedited
Compliance Officer (Ranger) services	Companion animal complaints and lost/found companion animals	10 days, urgent requests are expedited (please notify Council of a lost animal within 72 hours)
	After-hours issues (eg: livestock on road, dangerous animal complaints)	Messaging service: 24 hours, 7 days a week
	Parking complaints, abandoned vehicles, illegal dumping, pollution	10 days, urgent requests are expedited
Finance	Payment of invoices	30 days
	Debtor/Creditor queries	10 days*
Rates	Rates enquiries	10 days*
HR standards	Acknowledge job applications	Instantaneous automated receipt
Environmental Health	Food and public health complaints	10 days, urgent requests are expedited
	Food and public health inspections	Occur once a year, more frequently for high-risk premises, and/or by request
Media	Media requests	Within 8 business hours, as per Media Policy

Number of days = maximum number of standard business days within which you will receive a response or acknowledgement

*Timeframe may vary based on application, clarity/scoping, additional information required from third party, receipt of payment

You can contact us to make an enquiry, provide feedback, lodge a customer service request, give a compliment or make a complaint:

-  **Online:** www.kiama.nsw.gov.au/Contact-us
-  **Your say:** we encourage feedback on Council policies, strategies, plans or proposals via the "Your say" section of our website www.kiama.nsw.gov.au/Council/Your-say
-  **Email:** council@kiama.nsw.gov.au
-  **Phone:** (02) 4232 0444, business days between 8:30am and 4:30pm
-  **Post:** Kiama Municipal Council, PO Box 75, Kiama NSW 2533
-  **In person:** Administration Centre at 11 Manning Street, Kiama, business days between 8:45am and 4:15pm

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Please note: Council does not monitor social media for customer enquiries. All communication requiring a response from Council should be via the above options.