

Customer Experience Service Charter

March 2024



Introduction

The City of Yarra is committed to providing service experiences that meet the needs and expectations of our customers and community.

We are proud of the work we do to make a difference to our community and each other.

We are committed to service excellence and looking for ways we can improve and do things better.

Purpose

Our charter outlines how we provide respectful, responsive, and consistent services to our community and each other.

We want everyone to understand what service to expect and how to provide feedback.





Our commitment

We are committed to providing exceptional service experiences which meet your needs and exceed your expectations by:



our understanding of people's diverse needs



ongoing feedback and improvement

Our commitment in action

Empathy

We listen to understand by:

- ✓ valuing diversity and being inclusive of all
- ✓ responding to your individual needs
- ✓ treating everyone with fairness and respect

We do this by:



adapting our communication and approach to ensure it meets your needs



respecting your privacy and confidentiality



creating a safe and supportive environment free of judgement and negativity

Our commitment in action

Connected

We are available to help you by:

- ✓ making information accessible, easy to find, and understand
- ✓ keeping you informed and up-to-date about important information which impacts you
- ✓ providing a range of contact points, information channels and payment options

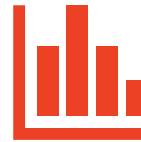
We do this by:



providing timely responses and keeping you informed of any delays



offering a range of options for contacting us and giving feedback



using feedback and data to help us stay focussed on your needs and improve our service

Our commitment in action

Accountable and responsive

We are transparent and open by:

- ✓ delivering on what we say we will
- ✓ being honest and learning from our mistakes
- ✓ valuing service excellence as a shared priority

We do this by:



providing realistic timeframes and keeping you updated until we resolve your request



establishing and communicating clear processes so we all know what to expect



working together for the customer as one inclusive and collaborative team

Delivering on our commitment

We have a shared responsibility to achieve the following timelines

- ✓ **Answer** your query at first point of contact when you call us
- ✓ **Acknowledge** your contact within 24 hours
- ✓ **Respond** to phone messages within 24 hours.
- ✓ **Resolve** complaints within 10 working days or communicate revised timeframe if this is not possible.



Delivering on our commitment

In serving you, we want to provide the best service experience possible and ask that you:

- ✓ Tell us who you are and your contact details
- ✓ Provide accurate and relevant information for your query/request
- ✓ Treat our staff with respect, noting we will not tolerate abuse or aggression of any form.



Contact us

We value feedback about our service so we can meet your needs and exceed your expectations.

We have a range of ways to get in touch with us:

Online (available 24hrs, 7 days a week to make payments, report issues or lodge requests)	yarracity.vic.gov.au/contact-us	
Email	info@yarracity.vic.gov.au	
Phone	Phone: 03 9205 5555 Fax: 03 8417 6666 Interpreter services: 03 9280 1940	
In person	Collingwood Town Hall 140 Hoddle Street, Abbotsford Hours: 8.30am–5pm, Monday–Friday (excluding public holidays)	Richmond Town Hall 333 Bridge Road, Richmond Hours: 8.30am–5pm, Monday–Friday (excluding public holidays)
In writing	Yarra City Council PO Box 168 Richmond VIC 3121	



Complaints and feedback

We welcome your feedback and suggestions on how we can enhance our services. To log feedback or a complaint, visit our website or use any of our contact methods.

yarracity.vic.gov.au/contact-us-customer-feedback-and-complaints