



## Contact us

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[www.facebook.com/MountAlexanderShire](https://www.facebook.com/MountAlexanderShire)



# Customer Service Charter

**Customer service is at the core of everything we do at Mount Alexander Shire Council. Customer service is part of the role of every person employed by Council. We work for the community and with the community to make our shire the best place we can to live, work and play.**

### How we will work for you

- We are committed to delivering the highest standard of customer service to our community
- We will prioritise requests that relate to safety
- We aim to respond to and resolve your enquiry at first point of contact
- We aim to respond to phone calls and social media messages within two working days
- We aim to respond to emails within five working days and written correspondence within 10 working days
- We will let you know when your enquiry may not meet these guidelines due to complexity and/or the involvement of other stakeholders
- We will aim to make our information as simple and accessible as possible.

### How we will work with you

- We will be courteous and respectful
- We will listen to you
- We will value your time
- We will be friendly, approachable and professional in our dealings with you
- We will learn from you and use what we learn to better our organisation
- We will provide you with clear and relevant information about what we are doing and why
- We will provide you with opportunities to have your say on issues that affect you.

### How you can work with us

- Be courteous and respectful towards our staff, including contractors and volunteers
- Please understand it is our job to protect the privacy and safety of other customers
- Provide us with accurate and complete information
- Work with us to solve issues
- Accept the safety and wellbeing of our staff is an organisational priority. Abuse of staff will not be tolerated
- Please give us feedback on how we are meeting your needs or how we can improve our services.

### How to give us feedback

- You can tell us in person, over the phone, via our website, via email, in writing or via social media
- If you have a compliment, we will ensure the responsible officer or team receives your feedback
- If you have a complaint, we will take it seriously and handle it as per our Complaints Policy which can be viewed on our website or in person at our Customer Service centre in the Civic Centre, Castlemaine.

