



Customer Charter

Our Customer Charter outlines what you can expect when you interact with us and defines the standard of service we aim to provide.

It reflects our commitment to delivering services that are respectful, responsive and inclusive, with clear communication, transparency and a focus on continuous improvement.

It also recognises the importance our community places on timely responses, open communication and confidence that enquiries and requests are managed with care and follow-through.

Who does this Charter cover?

This Charter applies to everyone who interacts with Council – including residents, ratepayers, businesses, visitors, community groups, contractors and partner agencies.

Our values

At Alpine Shire Council we are passionate about delivering meaningful outcomes for our community.

Our values of Innovation, Collaboration, Accountability, Respect and Empowerment sit at the heart of everything we do. They guide how we work together, treat one another, and engage with our customers and community.

Our commitment

This Charter sets out our commitment to providing high-quality customer service.

We are committed to serving our customers and community through meaningful connection, where every person feels that they have been heard and their time has been valued.

We will engage in a meaningful, timely and transparent way on decisions that affect our community. We aim to communicate clearly, consistently, and fairly with every customer, in every interaction.



What you can expect from us

- We will take ownership of your enquiry and approach your request with respect.
- If your enquiry can't be resolved when you contact us, we will raise a service request on your behalf and allocate it to the appropriate staff member for action.
- We will aim to provide a detailed response to your request within **10 business days**.
- If your matter is complex, we will aim to contact you within **10 business days** to communicate next steps and give you an estimated timeframe for resolution.
- We will keep you informed throughout the process, where appropriate. Communication will be provided through the channels specified in our Charter.
- If we cannot action your request, we will explain why and, where possible, direct you to the correct authority or agency.

Accessibility, inclusion and privacy

- We will understand and respect your individual needs.
- We will adapt our communication to meet your language, cultural and accessibility needs, and will arrange support when you need it.
- We will respect and protect your privacy and confidentiality and manage personal information responsibly.

What we ask of you

- Please treat our staff and other community members with courtesy and respect. We do not tolerate aggressive, abusive or unreasonable conduct.
- Provide accurate and complete information and use our designated channels so we can respond effectively.
- Work with us to solve problems constructively.
- If you choose to submit an anonymous service request, we will respect this choice. However, this will limit how we can respond, as name and contact details are required for us to provide a direct response to you.
- Contact us via our preferred contact methods, as outlined in this Charter.





Our Customer Service Centres

Bright Council Office
2 Churchill Avenue, Bright



Mount Beauty Library
20 O'Donnell Avenue,
Myrtleford



Myrtleford Library
20 O'Donnell Avenue,
Myrtleford



Phone

- We aim to answer our Customer Service line promptly to ensure you receive timely support.
- If the staff member you need is unable to take your call, we will raise a service request and allocate it to them for action.

In-person

- We will aim to resolve your enquiry on the spot.
- If your matter can't be addressed straight away, we will raise a service request for you and allocate it to the appropriate staff member for action.

Emails and online

- When you email **info@alpineshire.vic.gov.au** or submit a service request online, we will acknowledge your correspondence within one business day with an automated response email.

Letters

- When you send us a letter, we will raise a service request on your behalf and allocate it to the appropriate staff member for action.

After hours requests

- Our after-hours phone service is available for urgent Council-related matters.
- If your after-hours concern is considered non-urgent by our team, we will explain why and address the matter during business hours.
- If the matter is not Council-related, we will where possible, direct you to the correct authority or agency.



Compliments, complaints and feedback

- We welcome compliments, complaints, and feedback across all channels to improve the way we deliver our services.
- We distinguish requests for service from complaints. A complaint is defined as any expression of dissatisfaction about the quality, timeliness or outcome of a service, action, decision or policy made by Council staff, contractors or Council.
- Our complaints handling process prioritises fairness, timeliness and the right to review. Formal complaints are managed in accordance with our Complaints Policy.

How can you contact Council?



Phone

on (03) 5755 0555



In-person

at our Customer Service Centres



Online

at www.alpineshire.vic.gov.au



Email

at info@alpineshire.vic.gov.au



Letter

to PO Box 139, Bright VIC 3741



PO Box 139, Bright VIC 3741



info@alpineshire.vic.gov.au



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