

Customer service charter



What you can expect from us

- We will be open and honest when communicating with you
- We will provide consistent and accurate information in response to your enquiry
- We will carefully listen to identify your needs to address your enquiry in an efficient manner
- We will deal with your enquiry in a respectful and courteous manner
- We will support and recognise diversity in our community

Our Response to you

- **Phone** – we endeavour to answer your call promptly, should we be unavailable, please leave a detailed message and our customer service staff will return your call
- **Person** - staff are available to assist you during normal working hours
- **Written/Email** - written enquiries or complaints will be formally acknowledged and responded to in a timely manner in accordance with Council policy
- Should you require specific staff who are unavailable, customer service staff will pass on a detailed message

What we expect from you

- Treat our staff with respect
- Work with us to find a solution
- Provide accurate and complete information when communicating with us
- Give constructive feedback both positive and negative
- Respect the community in which we live in and the rights of all customers

Getting the Right Balance

- We value your feedback and aim to act on issues as they arise, this includes things we do well and things we can improve on
- We want to know if you have a concern about something as this allows us to address it promptly and reduces the chance of the problem happening again
- While most problems or enquiries can be dealt with and resolved expeditiously, there are times when a detailed investigation may be required. This can take some time and we will endeavour to keep you informed as we progress through the investigation

CONTACT DETAILS

Opening Hours: 8:30am – 5:00pm (Mon-Fri)
Postal Address: PO Box 57, Maitland SA 5573
Email: admin@yorke.sa.gov.au
Phone: (08) 8832 0000
Fax: (08) 8853 2494

OFFICE LOCATIONS

8 Elizabeth Street Maitland
18 Main Street Minlaton
15 Edithburgh Road Yorketown
3 Player Street Warooka