



## City of Ryde Contact Details

### In Person

Customer Service Centre  
1 Pope Street, Ryde, NSW 2112  
Open Monday to Friday, 8.30am - 5.00pm  
(Note: second Thursday of each month hours are 10.00am - 5.00pm)

### Phone Enquiries

Customer Service Call Centre  
Phone: **9952 8222**  
Open Monday to Friday, 8.00am - 5.30pm  
(Note: second Thursday of each month hours are 10.00am - 5.30pm)

### After Hours Assistance

Phone: **9952 8222**

### Postal Address

All correspondence should be addressed to the General Manager  
Locked Bag 2069  
North Ryde NSW 1670

### Other Contact Details

Email: [cityofryde@ryde.nsw.gov.au](mailto:cityofryde@ryde.nsw.gov.au)  
Fax: **9952 8070**  
TTY: **9952 8470**

### Building and Development Advisory Service

A specialist support service for planning, development and business.  
  
1 Pope Street, Ryde (corner Pope and Devlin Streets, within Top Ryde City shopping centre)  
Open Monday to Friday, 8.30am to 4.30pm  
(Note: second Thursday of each month from 10.00am)

For convenience, make an online booking at [www.ryde.nsw.gov.au/badas](http://www.ryde.nsw.gov.au/badas) or call **9952 8222**.

### Compliments and Complaints

Coordinator Feedback and Business Improvement:  
**9952 8222**



## City of Ryde Contact Details

Privacy Management Complaints: **9952 8222**

Public Officer: General Counsel: **9952 8080**

### Language Assistance

Translating and Interpreting Service: **131 450**

We also have some staff trained as Language Aides to assist you in languages other than English. Please ask when you arrive or call.

### Access to Information

#### (Government Information (Public Access) Act)

Information Access Officer: **9952 8079**

- Twitter.com/CityofRyde
- Facebook.com/CityofRyde
- Instagram.com/CityofRyde
- Pinterest.com/CityofRyde
- YouTube.com/CityofRydeCouncil
- www.ryde.nsw.gov.au/eNews



## Making a Compliment

The City of Ryde regularly monitors compliments about its services and staff to ensure best practice is celebrated and promoted.

If you receive service or attention you feel warrants a compliment, we would like to hear from you either by phone, writing, or in person.

Compliments can also be logged directly online via our feedback form.

# Providing FEEDBACK



Lifestyle and opportunity  
@ your doorstep



## Customer Feedback at the City of Ryde

The City of Ryde is committed to delivering quality customer service and to communicating effectively with our community.

We realise that sometimes, despite our best efforts, people may not be happy with the way we have performed a service.

Where these situations arise, Council welcomes the opportunity to receive this feedback and, where appropriate, implement improved processes to enhance the customer service experience with Council.

### What do I do if I need to make a complaint?

If we cannot resolve your complaint at the first point of contact you can ask to have your complaint referred to the Coordinator Feedback and Business Improvement.

### How does the complaints process work?

All complaints are treated confidentially and are dealt with quickly, courteously, fairly and within the established timeframes.

Complainants will be contacted and advised of the expected timeframe to address their complaint.



### What types of matters does the complaints policy cover?

- The timeliness and accuracy of the advice of the staff member
- The quality and range of service provided
- Failure to meet a service standard
- A Council policy or procedure not being followed
- When a customer has received unreasonable, discriminatory or inconsistent treatment.

### What the policy does not cover?

- Requests for works or services to be provided
- Decisions made by the Elected Council or Committee/s
- Complaint about third parties (eg. a neighbour)
- The lodgement of an appeal or objection in accordance with a standard procedure or policy
- Complaints relating to enforcement matters (eg. infringements)
- Complaints relating to Development Application (DA) decisions
- Principal Certifying Authority (PCA) matters relating to building sites.

### What do I do if I'm not happy with the outcome of my complaint investigation?

If the matter remains unresolved or you remain dissatisfied with the way your complaint has been handled you will be advised of your rights to:

- Approach another agency such as the NSW Ombudsman's office to seek a resolution
- Appeal procedures and other legal remedies.

### Outcome of your complaint

- It is important you tell us what you expect to occur as a result of your complaint. This will assist staff in resolving your complaint
- For example, you may want an apology, explanation or change to occur that will prevent others from experiencing the same issue
- If we are unable to meet your expected outcome, you will be advised of this, including the reasons why.

