



## We want your feedback

We encourage feedback about the services we provide, both compliments and complaints.

We will use that feedback to improve our services and the way we serve our customers.

We are committed to delivering quality customer service and to communicating effectively with our community.

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

We view feedback as a valuable opportunity to review policies, procedures and practises and make changes where necessary. We take feedback seriously (compliments, suggestions and complaints).

Your feedback regarding your dealings with the City of Ryde can be provided by letter, email, verbally (in person or over the phone) or by completing the feedback form on our website at [www.ryde.nsw.gov.au/Feedback](http://www.ryde.nsw.gov.au/Feedback)



## Our future

We will continue to explore and implement ways to make our information and services more accessible for our community.

We will develop online systems. We will use new technologies available to us to make it easier for our customers.

We will continue to strive for excellent customer service and we will listen to your feedback when we do not meet your expectations.



## Contact us

### In Person

Customer Service Centre

1 Pope Street, Ryde, NSW 2112

Open Monday to Friday, 9.00am - 5.00pm

*(Note: second Thursday of each month hours are 10.00am - 5.00pm)*



[Twitter.com/CityofRyde](https://twitter.com/CityofRyde)



[Facebook.com/CityofRyde](https://facebook.com/CityofRyde)



[Instagram.com/CityofRyde](https://instagram.com/CityofRyde)



[Pinterest.com/CityofRyde](https://pinterest.com/CityofRyde)



[YouTube.com/CityofRydeCouncil](https://youtube.com/CityofRydeCouncil)



[www.ryde.nsw.gov.au/eNews](http://www.ryde.nsw.gov.au/eNews)

### 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 - 5.00pm)*

### After Hours Assistance

Phone: **9952 8222**

### Postal Address

All correspondence should be address 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.

Customer Service Centre

1 Pope Street, Ryde NSW 2112

A planner is available 9.30am - 1.00pm Monday, Tuesday and Friday and no appointment required.

### 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.

### Compliments and Complaints

Coordinator Feedback and Business Improvement:

**9952 8222**

Privacy Management Complaints: **9952 8222**

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

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

Information Access Officer: **9952 8079**



 City of Ryde

# Customer Service Charter

*"At City of Ryde we value our customers"*





## At the City of Ryde we value our customers

Our customers are our residents, visitors, ratepayers, businesses, workers and shoppers.



## Our aims

- We will engage and consult with our customers on issues that affect them.
- We will listen to our customers. We will provide explanations for our decisions
- We will be honest, courteous and professional in our dealings with you. We will provide you with accurate, consistent and timely information using plain English
- We will be accountable for the information and service we provide
- We will listen carefully to your needs
- We will respect your privacy
- We respect the diversity of our community.



## On the phone

We will answer your calls promptly and will continue to measure our performance in this area.

Sometimes, during periods of heavy volume the wait time may be longer.

We aim to have your enquiry addressed by the first person you speak to. We resolve approximately 85% of calls at the first point of contact.

We will return your call within two working days if you leave a message. We will respond to urgent calls received outside of business hours in a timely manner.

We record calls received at our Customer Service Centre and use those recordings for staff development and training. We will not record your call if you ask when we answer the phone.



## At the Customer Service Centre

We will assist you as soon as possible and our goal is that you will wait no more than five minutes.

We aim to have your enquiry addressed by the first person you speak to.



## Mail, email and social media

We aim to respond to your letters and emails within 10 working days.

We aim to acknowledge Social Media enquiries posted on our official channels between 8.00am – 4.00pm, Monday - Friday on the same business day (excluding public holidays). Social media enquiries posted outside of these times will be acknowledged the following business day.

For social media enquiries, we may request more information and ask for alternate contact details such as email or phone in order to more accurately respond to your request.

Complicated enquiries may take some time to resolve, but we will keep you up to date on the progress.



## Our Website

We will make every effort to provide accurate information and will update our website regularly, therefore this is a great source for current and comprehensive information about Council including forms, fact sheets and publications.

We encourage you to provide feedback both through, and about, our website.



## Our staff and people who represent Council out and about

We will be easily identifiable when you see City of Ryde staff in the area.

We will assist you where possible and if we cannot we will direct your enquiry to the right person or area.

We will be on time for scheduled meetings with you and if we are running late or need to cancel we will call and let you know.



## What we expect from our customers

We expect that our customers will treat staff and other customers with respect and courtesy.

We expect that customers will provide the information we need to assist them and that they will listen to the information we provide.

We expect that customers will be able to understand that sometimes we will not be able to give them the answer they want. But we will explain the reasons and deliver the information in an honest, respectful and courteous manner.

We do not expect to be offered gifts for providing our services, a Thank You is enough.

We expect that our customers will respect the diversity of our community.



## Complaints

We have a Complaints Handling Procedure. Complaints will be dealt with quickly, courteously, fairly and in a timely manner.

If you make a complaint, we will endeavour to resolve the matter at the first point of contact. You may also ask to speak to an immediate supervisor to help resolve your complaint. We aim to respond to your complaint within 5 working days.

If we cannot resolve your complaint at the first point of contact, you can ask that your complaint be escalated to the Coordinator Feedback and Business Improvement. The Coordinator Feedback and Business Improvement will then contact you to discuss your complaint and the estimated time to resolve the matter. Sometimes, it will be necessary for an internal investigation to be undertaken.

In rare instances, Council may refer a complaint to the appropriate external agency, such as the NSW Ombudsman's Office.

There are some specific matters that are particular types of complaints and they have different methods for handling them. Examples are privacy complaints, appeals against fines issued by Council officers, Principal Certifying Authority (PCA) matters relating to building sites and complaints regarding decisions made by the elected Council.