

COMPLAINTS AND COMPLIMENTS

Council has adopted a Complaints and Compliments Policy relating to Council Activities which aims to improve customer service and to develop a procedure to effectively and consistently manage complaints in relation to Council activities, receive compliments and present management and staff with the opportunity to:

- Provide a high level of service and satisfaction to customers who may have expressed dissatisfaction with Council
- Identify areas of Council's services which may require improvement
- Utilise compliments to assess service delivery levels
- Strengthen public support for Council and improve its public image in the eyes of the community
- Provide a means of checking that Council is complying with the National Competition Policy

In conjunction with this Policy, Council has prepared a brochure for residents to assist them should they wish to lodge a complaint, make a suggestion or offer a compliment to staff. The brochure answers the following questions:

- What should I do if I wish to complain?
- To whom do I address my complaint?
- What happens after I make my complaint?
- What if I am unhappy with the result?

Copies of this brochure, "Your Guide to Making a Complaint, Submitting a Suggestion or Offering a Compliment", are available at all reception counters of Council or can be downloaded from our website - www.kempsey.nsw.gov.au

YOUR OPINION IS IMPORTANT TO US.

HOW TO CONTACT US

There are a variety of ways that you can contact Kempsey Shire Council: -

- In person - call in to the Customer First Centre, Tozer Street in West Kempsey between the hours of 8.30am to 4.30pm on weekdays excepting public holidays.
- By phone - call 02 6566 3200 and Customer First staff will take your enquiry. For after hours emergency calls, phone 1300 663 211.
- By mail - Kempsey Shire Council, PO Box 78, West Kempsey. NSW. 2440.
- By fax - 02 6566 3205
- By email - ksc@kempsey.nsw.gov.au
- Via the internet - www.kempsey.nsw.gov.au

For full contact details on the following Council facilities, please phone: -

Libraries

- Kempsey - 02 6566 3210
- South West Rocks - 02 6566 5044
- Stuarts Point - 02 6569 0289
- Hat Head - 02 6567 7784

Visitor Information Centres

- Kempsey - 02 6563 1555
- South West Rocks - 02 6566 7099

Economic Development - 02 6566 3100

Community Care Centres

- Kempsey - 02 6562 6799
- South West Rocks - 02 6566 5991

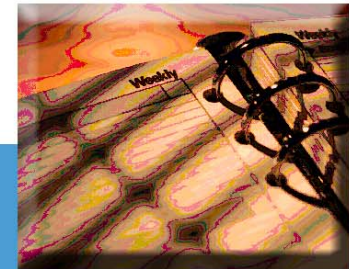
Swimming Pools

- Kempsey - 02 65624742
- South West Rocks - 02 6566 6787
- Crescent Head - 02 6566 0466
- Gladstone - 02 - 6567 4630

Kempsey Waste Transfer Facility - 02 6562 2042

Kempsey Regional Saleyards - 02 6566 3200

Our SERVICE CHARTER



KEMPSEY SHIRE COUNCIL

OUR CUSTOMER SERVICE CHARTER

Kempsey Shire Council is committed to providing you with prompt, professional friendly and courteous service. We are constantly striving to improve the levels of service offered to our customers and open two-way communication is actively encouraged.

OUR VISION, MISSION AND VALUES

Council's **VISION** defines the expectations of our community:-

"The beauty of the natural environment and the country and coastal lifestyles are both preserved and enhanced by an economy of high productivity and employment"

Our **MISSION STATEMENT** responds to those community expectations:-

"We will work with the community to provide high quality services and facilities through excellence in leadership and with consideration for the needs of the environment and of future generations"

Our **VALUES** provide the framework for the way we wish to operate our business:-

Trust We earn trust by being honest, respecting differences and by encouraging open communication.

Co-operation We achieve the best for our community through effective teamwork.

Service We value our community by providing quality professional service to all.

Innovation We encourage creative and visionary thinking to achieve sustainable outcomes.

Pride We take pride in Kempsey Shire Council's contribution to our community.

AGREED SERVICE LEVELS

Council's staff is committed to providing the highest level of service to you, our customer. In pursuit of this ideal, our staff has agreed to:

- Provide you with prompt, professional friendly and courteous service
- Listen to you and respond to your individual needs and expectations
- Provide you with answers to your enquiries and/or make arrangements for your enquiries to be addressed
- Communicate our decisions clearly and explain fully the reasons for them
- Accept responsibility for the efficient processing of all business entrusted to us.



DID YOU KNOW COUNCIL MAINTAINS:-

- 1,163 km of roads
- 227 bridges/flood mitigation structures
- 7 sewerage treatment works
- 10 water treatment plants, 2 dams and 22 reservoirs?

LET'S COMMUNICATE!

Effective two-way communication helps everyone. We try to make it as easy as possible and are constantly looking at ways to improve our communication and consultation. If you would like to suggest a new, different and cost effective way of communicating with us, please drop us a line at PO Box 78, West Kempsey. NSW. 2440; fax us on 6566 3205; or email us ksc@kempsey.nsw.gov.au

Listed below are just some of the methods we use to communicate and consult with you.

- Weekly ads and the Mayoral Column
- Regular media releases
- Tank FM program - Mondays at 10.10am
- On-site inspections, workshops and public meetings relating to specific subjects
- Community committees
- Letterbox drops and mail-outs
- Displays at events e.g. Kempsey Show, Celebrate the Macleay
- The production of documents including the Annual Report, Management Plan and the State of the Environment Report - all of these, and many other documents, are also available on our website
- 6 community newsletters produced annually
- Our website - www.kempsey.nsw.gov.au
- Council's email mailing list
- Opportunities to provide feedback including submissions, on line forms, on line polls and feedback forms
- Surveys...and lots more.

And don't forget... you are invited to attend Council meetings and you can apply to address Council on an issue that is on the agenda. If this is not convenient, think about inviting a Councillor or staff member to attend a community meeting with which you are involved.