



We will deliver.

Port Stephens Council

Customer Service Charter

We listen, we communicate, we deliver.

Port Stephens Council is committed to treating you in a respectful and professional way.

We will do this by listening, placing a high value on your concerns and following through on our commitments.

We will always endeavour to bring the right attitude.

How we will behave

- Accurately record and monitor your enquiry
- Do what we say we will do
- Be punctual and courteous
- Be personally accountable for answering your concern
- Choose the right attitude
- Treat you with the respect you deserve

How we will communicate

- Acknowledge all written correspondence within seven days
- Respond to all written correspondence within 21 days
- Return phone calls within one business day
- Ensure our website and intranet are accurate and user friendly
- Provide information in plain English

How we will deliver on our promise

- Recognise staff who deliver excellence in Customer Service
- Seek to be an employer of choice
- Seek to achieve best practise in Customer Service
- Regularly evaluate our performance



How you can help

- Provide us with your feedback
- Provide accurate and complete details when you contact us with a concern
- Treat us with mutual respect
- Make an appointment if you need to see a specific officer

Port Stephens
C·O·U·N·C·I·L



