

# CUSTOMER SERVICE CHARTER



**Roper Gulf Regional Council's Customer Service Charter outlines our service commitments to community members, ratepayers, stakeholders and staff so you know what to expect when contacting us.**

## HELP US HELP YOU

When communicating with us, please:

- Treat our staff and other customers with courtesy and be respectful of cultural differences.
- Ensure your enquiry or complaint provides all relevant details and up to date information.
- Let us know if our service has not met your expectations and offer any suggestions for how we can improve.
- Tell us if you receive excellent service so we can recognise the efforts of our hardworking staff.

## OUR VALUES

**Honesty** – all dealings and decisions are transparent, backed by integrity, and truth.

**Equality** – all people treated fairly, with dignity, without bias, based on facts.

**Accountability** – actions and decisions comply with policies, procedures, and legislative requirements.

**Respect** – understanding and acceptance of the feelings, rights and culture of all with whom we deal.

**Trust** – a focus on building mutually supportive, healthy relationships built and maintained over time.

## COMMITMENTS TO YOU

When communicating with you, we will:

- Offer a variety of ways for you to contact us that maintain your confidentiality.
- Provide skilled, respectful, and supportive customer service in line with our values.
- Claim responsibility for our operations, actively listen to your perspective and stay true to our word.
- Ensure staff identify themselves to you and communicate in a clear, timely way.
- Seek feedback, monitor our performance and embrace change.

## CUSTOMER SERVICE STANDARDS

When communicating with you, we will:

- Serve you at the front desk within 2 minutes.
- Be prepared and on time for scheduled meetings, or let you know if we're delayed.
- Note your contact information for any enquiries that are not able to be resolved at the time and contact you within 5 business days with further information.
- Acknowledge receipt of submitted Service Issues and Feedback Forms, Complaint Forms and Breach of Code of Conduct Forms within 1 business day and provide you with further information within 5 business days.
- Acknowledge receipt of emails within 2 business days and provide you with further information within 5 business days.
- Check our phone messages and respond to your enquiry within 2 business days.
- Acknowledge receipt of Facebook messages within 1 business day and reply to your message on any of our social media platforms within 2 business days.
- Moderate comments on our social media posts, but we do not typically reply to posts or comments that tag our social media accounts.
- Provide you with the opportunity to speak at Local Authority Meetings and Ordinary Meetings of Council and respond to your concerns. This will be recorded in meeting minutes.

## CONTACT US



### IN PERSON

2 Crawford Street, Katherine NT 0850  
Phone: 08 8972 9000  
Email: [info@ropergulf.nt.gov.au](mailto:info@ropergulf.nt.gov.au)

### POST

PO Box 1321, Katherine NT 0851

### MEETINGS

Dates of Local Authority Meetings and Ordinary Meetings of Council are posted on our website and at the hosting Council Office. We welcome you to attend.

### COMMUNITY COUNCIL OFFICES

Addresses and phone numbers are on our website or can be provided by phone. These offices may close unexpectedly due to Sorry Business, during which time closure signs will be posted to the building and we will respond to your phone messages within 2 business days upon return. We appreciate your understanding.

### COUNCILLORS

Members that help Council and local communities communicate. Contact information for your local Councillor can be provided by phone.

### ACCESSIBILITY

All of our Council Offices are wheelchair accessible.



### TRANSLATING AND INTERPRETING SERVICE

Interpreting for people with limited English skills.  
Phone: 131 450



### ABORIGINAL INTERPRETER SERVICE

Interpreting with Aboriginal languages.  
Phone: 1800 334 944



### NATIONAL RELAY SERVICE

Support for people with hearing and speech impairments.  
Phone: Voice Relay 1300 555 727, Teletypewriter (TTY) 133 677, SMS Relay 0423 677 767