



City of Ballarat Customer Charter

Our Customer Charter explains how best to contact City of Ballarat staff and how City of Ballarat staff will respond to you. We are committed to delivering quality, inclusive and responsive customer service that aligns with our organisation's corporate values.

Our commitment to you:

The City of Ballarat aims to provide exemplary customer service and seamless, connected customer experiences.

We aim to deliver services that:

- ✓ Ensure customers know what they can expect when interacting with the City of Ballarat.
- ✓ Are focused on our customers' needs and are continuously improved.
- ✓ Are delivered by skilled, motivated and courteous staff.
- ✓ Respect and protect your personal information with adherence to all legislative privacy requirements.
- ✓ Provide a safe working environment free from all forms of harassment and unlawful behaviour.

Our commitment to inclusion:

We aspire to be an inclusive city that celebrates diversity and is safe and welcoming.

We are committed to providing support to ensure:

- ✓ People can see themselves in their community.
- ✓ People feel visible and represented.
- ✓ People feel safe, included, welcome and accepted in all parts of their lives.

How you can help us by:

- ❓ Contacting Customer Service using the listed contact methods
- ❓ Treating our staff with kindness, respect and understanding
- ❓ Understanding that all forms of harassment and unlawful behaviour will not be tolerated
- ❓ Providing accurate identification and contact information*
**Unidentified contact enquiries will not be followed up*
- ❓ Providing current and concise information*
**This will ensure we can best respond to your request, report or complaint*

How to contact us



Online:

ballarat.vic.gov.au/contact

eServices:

eservices.ballarat.vic.gov.au

Snap Send Solve:

snapsendsolve.com

Online Forms:

forms.ballarat.vic.gov.au



Telephone:

03 5320 5500

TTY:

(for hearing and speech impaired)

Teletypewriter

(TTY) users phone 133 677 then ask for 03 5320 5500

Speak & Listen

Users phone 1300 555 727 then ask for 03 5320 5500

Internet relay

Users connect to the National Relay Service then ask for 03 5320 5500

Translation services

Phone: 131 450 (within Australia)

Phone: +613 9268 8332 (outside Australia)



In person:

Visit the Customer Service desk at the Phoenix Building – 25 Armstrong Street South.

Opening Hours:

Visit ballarat.vic.gov.au/contact for current opening hours.




In writing:

Via Post

Wadawurrung Country
PO Box 655 Ballarat,
VIC, 3353

Via Email

info@ballarat.vic.gov.au

	Requests and Reports	Complaints
<p>Customer Contact:</p> 	<p>Requests are when you contact the City of Ballarat for information, to update your details or request a call back from an officer or a department.</p> <p>Reports are when you contact the City of Ballarat regarding issue with City of Ballarat property, infrastructure, service delivery provision or local laws matters.</p>	<p>When you are contacting the City of Ballarat to advise of dissatisfaction in the quality or time of action taken by the City of Ballarat to resolve a previous request or report.</p> <p>Complaints can also relate to matters regarding policy or decisions made by the City of Ballarat, a City of Ballarat staff member or staff employed by City of Ballarat contractors.</p> <p>If you feel your request or report has not been handled in line with this Charter, you can:</p> <ul style="list-style-type: none"> • Contact the Customer Experience team to discuss further; or • Raise a complaint via forms.ballarat.vic.gov.au/Complaint
<p>How we will respond:</p>	<p>Every effort is made to resolve your request at first contact. If this is not possible, our target response times are as follows:</p> <ul style="list-style-type: none"> • We will attend to public safety matters urgently (same day) and make them safe. • Our target response time for standard requests and reports is within three business days. Standard requests and reports may include reporting a missed bin, requesting an update to your contact details, or requesting a copy of your rates notice. • Our target response time for complex requests and reports is within ten business days. Complex requests and reports may include requesting a new bin to be delivered, inspection of damaged infrastructure or review of an infringement. • Some complex issues may require full investigation which will commence within ten business days and are managed in accordance with the City of Ballarat’s specific guidelines or legislation. An example of this is maintenance of potholes in accordance with the Road Management Plan. 	<p>Complaints are handled under the Complaints Management Policy which can be found on our website: ballarat.vic.gov.au/city/vision-strategies-and-plans/policies-and-procedures</p> <p>Application of the Customer Charter will first focus on requests and reports from customers registered within the City of Ballarat’s <i>Request Management System</i>, and written correspondence registered in its <i>Document Management System</i>.</p> <p>Due to the volume and variety of customer requests and reports, the delivery of this initiative is anticipated to take 1-2 years.</p>

Feedback

We are committed to continuously improving our services and welcome your feedback. You can provide feedback regarding your experience by contacting the City of Ballarat Customer Service Team or by filling out our [online feedback form](#).

Closing the loop

Customers have told us how important it is to be kept in the loop as to the status of their requests. The City of Ballarat is committed to establishing methods to ‘close the loop’ on reports from customers and trials are underway to assess the best methods to achieve this, which will progress throughout 2023 and 2024.

You can experience one of these trials by lodging your report via the Snap Send Solve smartphone app: snapsendsolve.com