



SNOWY MONARO
REGIONAL COUNCIL

Customer Service Charter

The Snowy Monaro Regional Council Customer Service Charter sets out Council's service standards.

Our Customer Service Charter is designed to strengthen Council's relationships with our customers and our community. It also allows us to enable a system for continuous improvement to our levels of customer service.

Our customers are...

any person or organisation that deals with Council.

We will...

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



We will communicate by...

- Responding to all written correspondence within 10 business days
- Returning phone calls within two business days
- Maintaining our website with current and accurate information
- Providing information in plain English

You can help by...

- Treating our staff with respect
- Respecting other customers
- Providing accurate and detailed information
- Respecting the community in which we live
- Working with us to solve problems
- Providing us with your feedback



Contact us

PHONE: 1300 345 345

HEAD OFFICE:

Cooma: 81 Commissioner Street
Cooma NSW 2630

BRANCH OFFICES:

Berridale: 2 Myack Street
Berridale NSW 2628

Bombala: 71 Caveat Street
Bombala NSW 2632

Jindabyne: Shop 2 Razorback Plaza
Gippsland Street
Jindabyne NSW 2627

E-MAIL:

council@snowymonaro.nsw.gov.au

FACEBOOK:

[facebook.com/snowymonaroregionalcouncil](https://www.facebook.com/snowymonaroregionalcouncil)

WRITE:

Chief Executive Officer
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