

City of Melbourne Customer Service Charter



CITY OF MELBOURNE

The Customer Service Charter outlines the City of Melbourne's values and commitments to our customers. It's a promise we make to each customer to deliver the best experience in every interaction.

Customer queries help us understand and respond to community needs – so we encourage you to reach out. Working together, we can shape a vibrant future for Melbourne.

Our commitment to you

We aim to provide exemplary customer service and seamless, connected customer experiences.

We are committed to:

- being caring and empathetic when speaking to you
- understanding everything you need, and why it is important to you
- helping you quickly find the right information or person to talk to the first time
- being up-front, setting honest expectations and keeping you up to date
- taking ownership of your enquiry and ensuring it is resolved
- being curious and willing to learn so we can unlock opportunities and better ways to help you.

We are also committed to understanding our neighbourhoods, which helps us better connect and respond to unique community and customer needs.

We encourage you to contact us on our official channels. When you do so we commit to the following response and resolution times.

Response times

When you contact us, we aim to meet the following response times:

Phone, live chat or in-person

We will endeavour to respond **immediately**, or minimise your waiting time.

Email or social media

We will acknowledge your message within **one business day**.

Resolution times

After you contact us, we will record your request in our system and provide a reference number. Then we aim to meet the following resolution times:

- **When you ask a question**
We will attempt to resolve your enquiry when you first reach us. If this is not possible, we will contact you **within three working days** with an answer or a timeframe for resolution.
- **When you report an issue or request a service**
We will give you a specific timeframe for completion and then tell you when your request is complete.

If we require more time to complete the work, we will update you with a revised timeline and the proposed course of action. If we cannot action your request (for example, due to regulatory constraints or specific circumstances), we will contact you and tell you why.

How you can help

To help us deliver the best experience to you, we ask that you:

- Let us know when your contact details or circumstances change so we can keep our information up-to-date.
- Be polite and respectful towards our employees and other customers. The City of Melbourne supports a safe work environment including the use of appropriate language and behaviour, free from discrimination or harassment.
- Understand that we will not tolerate behaviour that is likely to put someone in physical danger or make them feel anxious, threatened, or disrespected. Our employees are trained to report inappropriate conduct immediately and we reserve the right to end a call or ask you to leave, and we may contact the police if you refuse to comply.

Customer service values

Our values underpin the way we deliver services and experiences to our customers:

- **Integrity** – We take responsibility for our actions in an honest and open way providing you with timely updates and clear communication.
- **Courage** – We willingly take steps to create new and better ways of doing business to provide you with better outcomes.
- **Accountability** – We hold ourselves accountable for our decisions and actions, and communicating openly on the outcomes of your request.
- **Respect** – We consider and value the perspective and contribution of others.
- **Excellence** – We continuously improve our performance to achieve outstanding outcomes for Melbourne.

Feedback

We seek and welcome all customer feedback to understand if you are satisfied or dissatisfied with our services, and why. We use customer feedback to monitor and improve our services.

Provide [feedback](#).

Complaints

We aim to identify your issue early and resolve it as soon as possible.

If your experience with the City of Melbourne didn't meet your expectations, please take the time to let us know.

We take complaints seriously and attempt to resolve any issue. We use complaints data to improve our services.

[Make a complaint](#).

Contacting us

Access our services online:

You can access information and request key services 24/7 on the [City of Melbourne's services pages](#).

The City of Melbourne is here to help. If you require immediate assistance, please contact us by phone.

In person

Customer Service Centre at Melbourne Town Hall
120 Swanston Street, Melbourne
8.30am to 5pm, Monday to Friday (public holidays excluded)

Delivery address for couriers

City of Melbourne
c/o- Door 2, 1D Marine Parade
Abbotsford VIC 3067

Note: The City of Melbourne does not accept hand-delivered items or submissions. These need to be sent by post or courier.

Multilingual and translation services

Our [multilingual service](#) offers assistance to people from a non-English speaking background.



Interpreter services

We cater for people of all backgrounds
Please call 03 9280 0726

03 9280 0717	廣東話
03 9280 0719	Bahasa Indonesia
03 9280 0720	Italiano
03 9280 0721	普通话
03 9280 0722	Soomaali
03 9280 0723	Español
03 9280 0725	Việt Ngữ
03 9280 0726	عربي
03 9280 0726	한국어
03 9280 0726	हिंदी
03 9280 0726	All other languages

Phone

+61 3 9658 9658
7.30am to 6pm, Monday to Friday (public holidays excluded)
Outside of these hours, contact us for emergencies and time critical issues.

Postal address

GPO Box 1603
Melbourne VIC 3001

Social media

[Facebook](#), [Twitter](#), [Instagram](#) and [LinkedIn](#).

Relay and accessible services

Please call via the National Relay Service:
Teletypewriter customers: 133 677
Speak and Listen customers: 1300 555 727

Our commitment to privacy

We view the protection of your personal information as an integral part of our commitment towards complete accountability and integrity in all our activities and programs. The [Privacy Policy](#) outlines our policies relating to the management of personal information as required by the *Privacy and Data Protection Act 2014*. You can elect to remain anonymous when requesting a service or reporting an issue; in some instances we may be unable to action your request or advise you on its outcome.



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