

Feedback

We are constantly working hard to improve our level of service to our community. We value your feedback and welcome your suggestions.

Your feedback provides opportunity to review and improve our services. Council will try to resolve all concerns at first point of contact.

Please refer to the Complaints Handling Policy or the Internal Review of Councils Decision Policy for more detail.

Have Your Say

Council is committed to engaging our community in decision making processes.

To find out more about how you can have Your Say visit our My Say website for all current consultation and feedback opportunities

<http://mysay.alexandrina.sa.gov.au>



Contact Details

Telephone: (08) 8555 7000 (including after hour emergency service)

Website: www.alexandrina.sa.gov.au

Tourism: www.visitalexandrina.com

Facebook: facebook.com/alexandrinacouncil

Email: alex@alexandrina.sa.gov.au

In Writing: Alexandrina Council
PO Box 21, Goolwa SA 5214

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information please visit www.relayservice.gov.au

TTY: 133 677

TIS: 131 450

Speak & Listen: 1300 555 727

In Person

11 Cadell Street, Goolwa
(Council's main office)

1 Colman Terrace, Strathalbyn
(Library & Customer Services only)

We are open from

9.00am to 5.00pm Monday to Friday

(Public Holidays excluded) and

Saturday 9.00am to 12 midday

for Council payments, Library Services and general Council information.

Please check our website

www.alexandrina.sa.gov.au

for Christmas and Easter opening arrangements.



Customer Service Charter



Our Customer Service Charter sets out our commitment to you, our customers, on the kind of service and experience you can expect to receive from Alexandrina Council.

We are committed to providing consistent delivery of a range of quality services which support the Alexandrina Council Community Strategic Plan 2014-2023.

This Charter will be regularly reviewed and adapted to meet the changing needs of our customer.

We welcome your feedback to ensure we meet our standards and continuously improve our service delivery.

Our Vision

- » Connecting Communities.

Our Mission and Values are to 'Be Involved'

- » Living an inspiring vision
- » Communicating our strategies and goals
- » Developing our people
- » Recognising our people
- » Caring for our people
- » Listening and adapting to our customers' needs
- » Continually improving our systems.

Our Commitment to You

- » We will respond to your enquiries in a professional and courteous manner
- » We will provide accessible, current and accurate information
- » We will welcome your feedback and comments as a continuous improvement opportunity
- » We will encourage and empower our staff to take ownership and deliver positive outcomes
- » We will focus on solutions for you the customer, where possible
- » We will respect your personal information and privacy.

Our Expectations of You

- » Treat Council staff and volunteers with courtesy and respect
- » Respect the privacy, safety and needs of other members of the community
- » Be honest and accurate in your dealings with us

- » Work with us to find solutions
- » Report any damage to, or failure of Council's infrastructure or property.

Our Commitment to Achieving Quality Customer Service

- » Having defined service standards
- » Making a commitment to 'when' and 'how' the service will happen
- » Notifying you if there is a delay in our service
- » Continually improving our communications with you through website, newsletter, online services and social media platforms.

Our Communication Standards:

Phone

In most cases we will answer your call straight away. In the event you need to leave a message for a particular department, we will respond within 2 business days.

Email

We will acknowledge or respond within 5 business days. A detailed response may take up to 10 business days.

Written Correspondence

We will respond within 10 business days.

