

Customer Service Charter

Our vision for Melbourne

The community's vision for the City of Melbourne is a city of possibility, where the world meets and the extraordinary happens.

Our commitment to you

The City of Melbourne's aims to provide exemplary customer service and seamless and connected customer experiences. We aim to deliver services that:

- are guided by our organisation's five corporate values: integrity, courage, accountability, respect and excellence
- are focused on our customers' needs and preferences, that we understand through customer research and from listening to feedback
- are delivered by skilled, motivated and courteous staff.

We are also committed to:

- recruiting customer-focused staff, regularly reviewing their performance and developing their skills
- ensuring information, resources and services are accessible to all
- respecting and protecting your personal information and adhering to all legislative privacy requirements
- taking responsibility for all City of Melbourne services, whether provided by us or by another service provider on our behalf
- using the right technology to help us manage customer interactions and improve our services
- reporting on the quality of our customer service delivery
- providing a safe working environment which is free from all forms of harassment and unlawful behaviour

How you can help us

Help us help you by:

- contacting us using our published contact methods
- providing us with accurate information so we can respond appropriately to your inquiry
- providing your current contact details and advising us if they change
- letting us know when you need to speak to a staff member who has particular expertise
- providing us with feedback so we can deliver better services
- treating our staff with courtesy and respect and understanding that all forms of harassment and unlawful behaviour will not be tolerated

Our Contact Standards

Using our website - The City of Melbourne website will provide comprehensive, accurate, relevant and timely online information for residents, businesses, city users and visitors.

You can request service via our website. We have a variety of different services, each with a specific timeframe for completion. Anticipated timeframes will be advised on submission.

In Person - We aim to resolve face-to-face inquiries immediately. When this is not possible, we may phone or write to you with a response.

Contacting us by telephone - We will try to resolve inquiries immediately. When your inquiry needs specialist attention we will endeavour not to transfer your call more than once.

For an inquiry that requires further action we will tell you when we expect to resolve it.

Writing to us - For general inquiries we will acknowledge or resolve your inquiry within 15 working days. For inquiries that cannot be resolved in 15 working days, we will contact you to let you know how we are progressing and when we expect to resolve your request.

Note: Standards do not apply to unsolicited mail, sales or promotional material.

Our values

The City of Melbourne's corporate values support our Customer Focus Strategy and Customer Service Charter.

Integrity

We take responsibility for our actions in an honest and open way.

Courage

We take steps to create new and better ways of doing business.

Accountability

We take responsibility for decisions and actions to achieve outcomes.

Respect

We consider and value the perspective and contribution of others.

Excellence

We continuously improve our performance to achieve outstanding outcomes for Melbourne.

Community engagement

We make every effort to be inclusive and accountable for our organisation's decisions and how they are made. We:

- provide our community with clear and relevant information
- engage our community on issues that affect them
- listen to our community and consider their needs and aspirations
- offer alternative contacts or resources where an issue is not within our control
- provide explanations for our decisions and how community feedback influenced the decision.

Our complaint resolution process

We will make every attempt to resolve your complaint quickly. If we can't resolve it on the spot, we will send it to the relevant service department for assessment and resolution. If you are not satisfied with the resolution, your complaint can be escalated for investigation.

An internal review for final investigation and decision is available if you remain dissatisfied with how your complaint has been handled. Where we cannot meet the timeframes outlined within the [Complaints Policy](#) we will let you know and provide you with a new timeframe for resolution.

Evaluating and improving our performance

The City of Melbourne uses customer satisfaction surveys, community engagement and third party audits to collect feedback from customers. Your feedback helps us monitor and improve our services.

How to contact us:

Online: www.melbourne.vic.gov.au/contactus

Telephone: 03 9658 9658

Translation services:

(03) 9280 0716	አማርኛ
(03) 9280 0717	廣東話
(03) 9280 0718	Ελληνικά
(03) 9280 0719	Bahasa Indonesia
(03) 9280 0720	Italiano
(03) 9280 0721	國語
(03) 9280 0722	Soomaali
(03) 9280 0723	Español
(03) 9280 0724	Türkçe
(03) 9280 0725	Việt Ngữ
(03) 9280 0726	All other languages

TTY: (for hearing and speech impaired)

Teletypewriter (TTY) users phone 133 677 then ask for 03 9658 9658.

Speak & Listen users phone 1300 555 727 then ask for 03 9658 9658.

Internet relay users connect to the National Relay Service then ask for 03 9658 9658.

In person:

Visit the Customer Service desk at the Melbourne Town Hall - Administration Building, 120 Swanston Street Melbourne.

Opening Hours:

Visit www.melbourne.vic.gov.au/contactus for current opening hours

In writing:

Customer Relations Team
City of Melbourne
GPO Box 1603
Melbourne VIC 3001

Fax: 03 9654 4854