

## Contact Details

### Statement of Values

Tasman Council will operate in a way that:

- Values our historical, cultural and natural environment and the things that make the Municipality such a unique place to live and work,
- Seeks and encourages quality sustainable, innovative and compatible development,
- Fosters and supports community participation and involvement, tolerance, and pride in our community,
- Promotes and maintains a community that is healthy, active, skilled and informed

### Complaints

If you are not content with the service provided by the council, or we have made an error, please bring your complaint to us directly, in writing, so that the matter may be resolved.

Complaints in relation to services provided by the Council may be made by phone, in person, in writing or by email. Your complaint will be then directed to the appropriate department of Council for investigation and response.

While most problems can be satisfactorily resolved, there are occasions when detailed investigations are required. We will keep you informed of the progress of your complaint.

If there is no satisfaction to the outcome of your complaint, you may ask for a review by the General Manager who will re-investigate your complaint and inform you of the findings.

External organisations that can review actions and decisions taken by the Council include The Ombudsman and the Tasmanian Office of the Anti-Discrimination Commissioner

While you are entitled to lodge a complaint to these bodies at any time, we would encourage you to approach Council to investigate your complaint first.

#### In Person

Council Office Address:  
1713 Main Road, Nubeena  
Council Office Hours  
Monday to Friday  
8:30am to 4:45pm

#### By Phone

(03) 6250 9200  
Monday to Friday  
8:30am to 4:45pm

#### After Hours—Emergencies Only

0458 512 400

#### By Fax

(03) 6250 9220

#### In Writing

The General Manager  
1713 Main Road  
Nubeena Tas 7184

#### By Email

tasman@tasman.tas.gov.au

#### Mayor/ Councillors

Contact details for the Mayor and Councillors are located on the Council's website: [www.tasman.tas.gov.au](http://www.tasman.tas.gov.au)

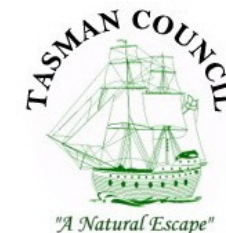
#### External Organisations

##### The Ombudsman

Ground Floor  
99 Bathurst Street  
Hobart Tas 7001  
1300 362 072

##### Tasmanian Office of the Anti-Discrimination Commissioner

Level 1  
54 Victoria Street  
Hobart Tas 7000  
1300 305 062



## Customer Service Charter



### Our Values

- Integrity and openness
- Quality, consistency and cooperation
- Communication, consultation and participation
- Responsive to the needs of the client
- Continuous improvement as employees and as an organisation
- Everyone's right as an individual to have an opinion

# Our Commitment to You

**We will provide all Council services in the following manner:**

- Provide a friendly, courteous and efficient service
- Provide clear and accurate information
- Respect your privacy
- Respect, listen and respond to your concerns
- Keep you informed of the progress of your inquiry

**We will make every effort to respond quickly and efficiently to your service requests by:**

- Greeting you in a friendly way and identify ourselves
- Attending our front counter at all times
- Answering and returning your telephone calls promptly
- Responding to your correspondence promptly
- Being helpful and sensitive to your needs
- Communicate clearly and in plain language
- Working with you to solve problems

**You can help us by:**

- Treating our staff with mutual respect
- Respecting the rights of other customers
- Providing accurate and complete information in your dealings with us
- Respecting the community in which we live
- Complying with Council policies and Government regulations
- Provide constructive feedback wherever you believe that there could be an improvement to our services

**When you contact us, we will make every effort to meet the following standards:**

Service	Standard
<b>CUSTOMER SERVICE</b>	
Answer your telephone call	Within 5 rings
Return your telephone call	2 working days
Reply to your correspondence	7 working days
Acknowledge your correspondence if a detailed reply is required that may take additional time to research	7 working days
Notify you if there is a delay in our service commitment	
Leave a business card with contact details if we call to your residence and you are not at home	
If Council can't provide the service you require, we will endeavor to refer you to where the service may be available	
<b>BUILDING</b>	
Process a Building Permit	7 days
Process a Building Certificate	7 days
Undertake building inspections#	2 working days
<b>DRAINAGE</b>	
Respond to drainage emergencies^ (see footnote next page)	24 hours/ 7 days a week
Respond to seepage/ drainage problems	14 working days
<b>ROADS</b>	
Inspect, assess and respond to requests in relation to potholes and road concerns	14 working days
Grade unsealed roads	As required
<b>FIRE HAZARDS</b>	
Respond to fire hazard notification	5 working days
<b>TREES</b>	
Process requests for tree removal not requiring planning approval	14 working days

**DOGS**

- Respond to urgent dog complaints 24 hours/ 7
- Respond to routine dog complaints 1 working day

**FINANCE**

- Payment of accounts By due date
- Respond to rates enquiries 2 Working days

**GOVERNANCE**

- Review Councils Strategic Plan Every 10 years
- Conduct AGM & produce Annual Report Every
- Make the Council Meeting Agenda available 4 days prior to meeting

**PLANNING**

- Process a planning permit application 42 days

**PLUMBING**

- Process a plumbing permit 7 days
- Process a special connection permit 14 days
- Undertake plumbing inspections# 2 working days

**ENVIRONMENTAL HEALTH**

- Respond to food complaints 48 hours
- Respond to environmental emergencies 24 hours
- Inspect registered food premises Min. once per year
- Co-ordinate school immunisation clinics Six monthly

**WASTE \***

- Garbage collection Weekly
- Recycling collection Weekly
- Green/ hard waste collection November

^ An emergency is regarded as an incident that threatens life or property or one that may cause serious environmental issues.

\* Depending on the area which you live, some services may not be available.

# Inspections may take up to 5 working days if undertaken by a contractor.