

## 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 Tasman 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; and
- 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, so that the matter may be resolved.

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

While most problems can be satisfactorily resolved, there are occasions when detailed investigations are required.

Investigations are undertaken in accordance with Council's Compliance & Enforcement Policy. Council 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 Local Government Division.

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

#### In Writing

General Manager  
1713 Main Road  
Nubeena Tas 7184

#### By Phone

(03) 6250 9200

#### By Fax

(03) 6250 9220

#### By Email

tasman@tasman.tas.gov.au

#### After Hours—Emergencies Only

(03) 6292 4202

#### 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)

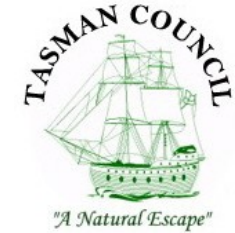
#### External Organisations

##### The Ombudsman

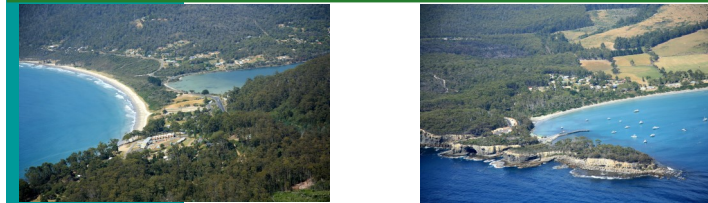
NAB House, Level 6  
86 Collins Street  
Hobart Tas 7000  
1800 001 170

##### Local Government Division

GPO Box 123  
Hobart Tas 7000  
1300 135 513



## 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 customer 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 assist 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  | 7 working days             |
| 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 | 7 working days             |
| <b>DRAINAGE</b>   |                            |
| Respond to drainage emergencies <sup>^</sup><br>(see footnote next page)  | 24 hours/<br>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   | 7 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 days a week
- Respond to routine dog complaints 2 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 Annually
- Make the Council Meeting Agenda available 4 days prior to meeting

**ENVIRONMENTAL HEALTH**

- Respond to food complaints 48 hours
- Respond to environmental emergencies 24 hours
- Inspect registered food premises Annually

**WASTE \***

- Garbage collection Fortnightly
- Recycling collection Fortnightly
- Hard waste collection Annually

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

\* Depending on the location of your property, some services may not be available.

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