CUSTOMER FIRST

Our Customer First Commitment



Our aspiration

To be a trusted and responsive Council that puts people at the heart of everything we do – empowering staff to listen, respond and design services around customer needs.

CITY OF GREATER BENDIGO

Our commitment to you

We commit to providing a service experience where our staff will:

Be kind

We will build relationships by actively listening to and understanding customer needs, emotions, and expectations. Every interaction should make the customer feel heard, valued, and respected.

Be honest

We will deliver on promises and be transparent in all communications. Trust is earned through honesty, consistency, and doing what is right - even when it is not the easiest path.

Be responsive

We will be proactive and flexible in addressing customer concerns. Adapt quickly to feedback, resolve issues efficiently, and continuously improve based on customer insights.

Be accessible

We will equip customers with clear and helpful information that closes the loop and provides a response to their enquiries.

Be informed

We will stay up to date and knowledgeable to provide accurate, relevant information and advice.

Protective of your privacy

We will manage your information safely and in line with all privacy requirements.

Our service standards (response and resolution)

Response timeframes

Channel	Our commitment
In person	You will be acknowledged promptly upon arrival.
Phone	Your call will be answered as promptly as possible with a target of less than **2 minutes**. If specialist advice is needed, we will arrange for you to speak to the right person within **3 working days**.
Digital messaging (email, social media private message)	We will acknowledge and advise of the required approach to your enquiry within **2 working days**. This initial acknowledgement will advise of the associated timeframes for your type of enquiry. *Please note commentary on social media posts will not generate a request or response from the city. A request needs to be logged for review through our usual pathways.*
Mail	We will reply within **2 working days**. If a full response is not possible, we will keep you informed.
Online requests	Your request will be logged via our website and assigned a request number. If you have provided an email address, you will receive an acknowledgement of your request **within 15 minutes** via email.

Resolution timeframes

- We aim to resolve enquiries on first contact wherever possible
- If additional time is required, you will receive an update within **3 working days** advising when you can expect a full response
- For longer term matters (e.g., works requests or investigations), we will provide regular updates until the matter is completed

Feedback and complaints

Compliments and suggestions

We welcome positive feedback, suggestions and ideas to help us continue to improve our services.

Complaints

A complaint is any expression of dissatisfaction about our services, decisions, actions, processes, delays, or the conduct of contractors acting on our behalf, where a response is expected or required.

Our commitments:

- Acknowledge your complaint within **3 working days**
- Aim to resolve your complaint within **10 working days**
- Apply our four tier complaint handling model that supports early resolution, transparent investigation and clear communication of outcomes
- Treat all complaints seriously, fairly and respectfully

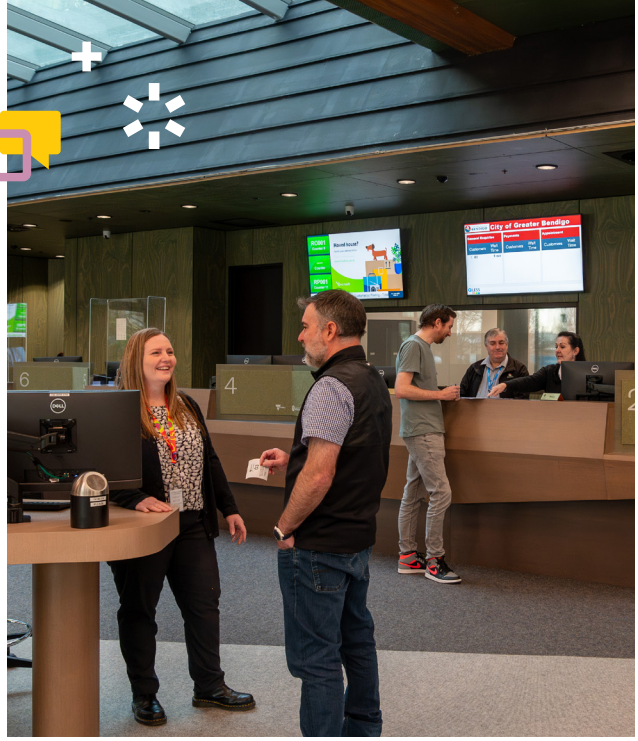
For matters governed by external review processes (e.g., Planning or Building legislation), we will direct you to the relevant pathway.

We will not engage with abusive, discriminatory or threatening communications.

How you can help us provide the best service

You can assist us by:

- Treating staff and other customers with courtesy and respect
- Providing accurate and complete information when making an enquiry or request
- Letting us know if your contact details or circumstances change
- Working with us to identify the best possible outcomes
- Providing feedback to help us continue improving



Transparency and accountability

We will openly monitor and report on:

- Our response and resolution timeframes
- Complaint trends and improvement actions
- Service performance against our standards

This helps ensure we maintain high quality service and uphold community trust.

Keeping the Charter current

We regularly review this Charter as part of our commitment to continuous improvement.

This includes community input through surveys, engagement activities and ongoing feedback.

Updated versions of the Charter will be published once adopted by Council.

Common requests and delivery timeframes

These are some of the most common requests we receive from our community and the typical timeframes associated with them. By sharing this information, we aim to provide greater clarity about what you can expect after lodging a request and when you are likely to see action or receive an update from us. Some requests may take longer depending on their complexity or the need for further investigation.

Asset protection permits - Engineering

- We will acknowledge applications of works within road reserve permit enquiries within 3 working days of a request being received
- We will process asset protection permit applications within 28 working days of an application being received

Animal management

- We will initiate investigation into complaints of dog attacks against people or animals within 2-24 hours of a report being received

Property Services

- We will commence investigation for urgent maintenance requests for council buildings within 1 working day of a request
- We will commence investigation for non-urgent maintenance requests for council buildings within 5 working days of a request

Building Services

- We will provide property information certificates within 5 working days of an application being received
- We will commence investigations into complaints/ concerns relating to dangerous buildings and unfenced pools or spas within 5 working days of a complaint being received

Community safety

- We will remove offensive graffiti within 3 working days from Council owned property
- We will collect discarded syringes in public places within 2 hours of notification during daylight hours and where it is safe to do so

Asset management

- We will inspect and repair hazardous footpaths within 10 working days of a report being received

Drainage and street cleaning

- We will remove dumped rubbish on council land within 5 working days of a request being received or if required, undertake an investigation
- We will remove dead animals from Council roads and paths within 1 working day of a report being received
- We will action a blocked council owned drains and pits within 5 working days of a report being received
- We will inspect and make safe missing or damaged pit lids within 24 hours of a report being received

Environmental Health

- We will investigate public health nuisance concerns that don't pose an immediate health risk within 48 hours of notification
- We will ensure that business registrations are assessed within 10 working days following receipt of relevant documentation, payment of fees and satisfactory inspection

Local Laws

- We will initiate investigation into customer requests regarding unregistered or abandoned vehicles on public land within 10 working days of a request being made
- We will initiate investigations into parking related concerns within 5 working days of a request being received

Parks and Open Spaces

- We will investigate and action general parks maintenance (non-urgent) requests within 10 working days
- We will attend to emergency playground requests within 24 hours of a report being received

Planning

- We will undertake initial assessments and request any required further information on your planning application within 28 days of lodgement

Rates

- We will process copies of rates notices within 3 working days of a request being made
- We will process standard Land Information Certificates within 5 working days of an application being received

Kerbside bins

- We will replace missing or unrepairable bins within 15 working days of request being received
- We will provide bins to new residential properties within 10 working days of occupation when notified by the resident or occupier

Road maintenance

- We will inspect and repair potholes on Council sealed roads within 10 working days of a report being received

Stormwater management

- We will provide standard Legal points of discharge information within 10 working days of an application being received

Trees and horticulture

- We will attend to emergency tree requests on Council land within 24 hours of a report being received
- We will investigate routine tree maintenance requests on Council Land within 10 working days of a request being received

