



Our Customer Commitment

Customer Charter Promise and Service Expectations

April 2023



Customer Charter Commitment

Be it in-person, over the phone or across our digital channels, we strive to provide high quality service experiences for our customers and community with every connection.

The Customer Charter is our promise to our customers: to be genuine in understanding your needs, to be accessible, responsive, and easy to deal with.

Through this Charter, we demonstrate our commitment to working in partnership with our customers to deliver the community vision of Proudly Port Phillip. We will continue to report regular updates on how this is progressing.

Our Customer Charter Promise



Make it easy:

We are flexible. We provide options to choose how to interact with us. We look for ways to make dealing with us, and getting the information and services our customers need, simple and convenient and as easy as possible.



Listen and understand:

We listen. We take the time to understand the needs of all our customers and how we can best help. We acknowledge and celebrate diversity and inclusiveness and are committed to knowing our customers so we can deliver what they need.



Respond and follow through:

We respond to customers' needs quickly and do everything we can to help. We do what we say we'll do and we share our progress along the way. We look for the most effective and efficient ways to help our customers.



Be open and honest:

We are accountable to our customers and our community. We respect them and are committed to protecting their privacy. We are transparent and open and communicate clearly. We deliver our services with empathy and keep the promises we make.



Always look to improve:

We are always trying to find ways to be better. We want to hear customer feedback so we can continually learn and improve how we do things. This way we can make a difference and have a positive impact on the lives of everyone in our community.

How you can help us

As a customer of Council, you can help us by:

- Being open, honest and respectful in your dealings with Council staff
- Providing us with prompt and accurate information necessary to assist you
- Keeping your contact details up to date
- Respecting the privacy, safety and needs of other members of the community
- Participating in community engagement opportunities so that we can understand your view
- Providing feedback on what we do well and where you think we can improve
- Quoting your reference number when contacting us about an open or existing enquiry
- Contacting us through appropriate channels: Online via My Port Phillip, in person at our ASSIST desks, or over the phone at 03 9209 6777
- Refraining from repeated contact with individual Council officers about the same or similar issues. If you do not feel that your complaint has been adequately addressed, we have a process in place to ensure fairness and equity – persistent communications with individual officers may result in Council limiting the ways in which you are permitted to contact us.

We love feedback

We encourage customer feedback across all our touchpoints and connections. We appreciate you letting us know what works well so that we can celebrate our customer service achievements. While we strive to deliver high-quality customer service, we also encourage you to provide feedback on where you think we can improve. Feedback can be shared via the online portal, over the phone or in-person at the ASSIST Service Counter.

Complaint process

You can make a complaint if you are dissatisfied with a decision made, a service we provide or when we have failed to comply with our policies or procedures. You can also make a complaint if you are unhappy with the actions of Council (elected representatives, employees, or contractors).

All complaints are reviewed using a consistent, fair, and equitable resolution process as outlined in our *Managing Complaints Policy*, which is aligned with the principles set out in the [Victorian Ombudsman's Councils and Complaints – A good practice guide 2nd edition July 2020](#).

We do our best to resolve complaints within 5 working days. If we cannot resolve your complaint within 5 working days, you will be kept informed throughout the process, with a response expected by the end of 28 business days.

If you are unsatisfied with the resolution of your complaint or believe that it has been handled incorrectly during any stage of the process, you may ask that the complaint be escalated to an internal review. An internal review is an impartial review of a decision by a more senior Council officer who was not involved in taking the action, providing the service, or making the decision that the complaint relates to. At the conclusion of the internal review, if you are still unsatisfied with our attempts to resolve your complaint, you are encouraged to take your concerns to the [Victorian Ombudsman](#).

How to contact us

Online via My Port Phillip Portal

<https://www.portphillip.vic.gov.au>

Phone

ASSIST Call Centre

Phone: 03 9209 6777
Monday to Friday 8.30am to 5pm

By Mail

The City of Port Phillip
Private Bag 3 St Kilda VIC 3182

In-Person

St Kilda Town Hall

ASSIST Service Counter

99a Carlisle Street, St Kilda 3182
Monday to Friday 8.30am to 5pm

Port Melbourne

ASSIST Service Counter

333 Bay Street, Port Melbourne 3207
Monday, Tuesday and Friday
12 midday to 4pm

Interpreter service

For other languages not listed, phone 03 9679 9814

Русский (Russian):	03 9679 9813	Polski (Polish):	03 9679 9812
Ελληνικά (Greek):	03 9679 9811	廣東話 (Cantonese):	03 9679 9810
普通話 (Mandarin):	03 9679 9858	Italiano (Italian):	03 9679 9814

National relay service

If you're deaf or have a hearing or speech impairment, contact us through the National Relay Service. Ask for ASSIST - Port Phillip at 03 9209 6777.

Privacy

The City of Port Phillip believes that the responsible handling of personal information is essential to good corporate governance and is strongly committed to protecting an individual's right to privacy. Accordingly, Council is committed to full compliance with its obligations under the Privacy and Data Protection Act 2014 and the Health Records Act 2001

