

# Customer Service Charter



## Our Commitment To You

- We will act with integrity while providing friendly, courteous, respectful and efficient service
- We will listen carefully, identify your requirements and act on them accordingly
- We will communicate openly with you and keep you informed
- We will treat your personal information confidentially and according to law
- We will use your feedback to improve our service
- We will help you to access our services if required

## Our Service Standards

- You may contact us 24 hours a day 7 days a week
- You may make requests online via our website or MyMosman app
- We will answer your call promptly and if we are unable to take your call we will respond to your message within 1 business day
- We aim to attend to your counter enquiry within 10 minutes
- We will respond to your correspondence within 10 working days
- If your matter is more complex we will keep you informed of progress
- When you make an online request for service we will provide a tracking number

## We Ask That You

- Are courteous and respectful to our staff and contractors
- Respect the rights of other customers
- Allow us adequate time to address your request
- Provide clear, complete and accurate information, including your relevant contact details

## Feedback

We welcome your suggestions and feedback to help us continually improve. If we should fall short in any respect in our service, we encourage you to contact us so that the matter can be resolved promptly according to our Complaints Handling Policy.

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