Campbelltown City Council
Customer Service Charter

Campbelltown City Council is committed to providing a quality lifestyle for its people. As part of this we believe in providing a high quality, professional and responsive service to our community. Our Customer Service Vision is “We’re here for you”

**Our service promise is to:**
- Provide a respectful, courteous, helpful and friendly environment
- Be open and honest in all dealings with you
- Communicate clearly with you using plain language
- Provide consistent and correct information to you
- Work with you to achieve positive outcomes for you and the organisation
- Deliver on our word

**We will respond to you in a timely manner by:**
- Being prepared and punctual when we meet with you
- Having staff available to assist you during normal working hours
- Returning telephone calls within 2 working days
- Acknowledging written correspondence within 5 working days
- Acknowledging emails within 5 working days, where required
- Keeping you informed

**What do we ask of you in return?**
- Work with us to solve problems
- Respect the rights of other customers
- Provide accurate and complete information when you deal with us
- Respect the community in which we live
- Treat our staff with mutual respect

**Getting it right**
We value your feedback and aim to act on issues as they arise, this includes things we do well and things we can improve on.
We want to know if you have a concern about something, this allows us to deal with it quickly and reduces the chance of the problem happening again.

While most problems can be resolved quickly, there are times when detailed investigation is required. If this takes some time we will keep you informed of the progress of your concern.

**You can contact us:**
In person at the Council Offices: 172 Montacute Road, Rostrevor
By phone: (08) 8366 9222
By email: mail@campbelltown.sa.gov.au
In writing: Chief Executive Officer – PO Box 1, Campbelltown SA 5074