



## Customer Service Charter

The Norfolk Island Regional Council (NIRC) is committed to providing its customers with professional, friendly customer service.

In order to achieve this goal, we will:

- Actively listen to your request
- Treat you with respect
- Provide you with helpful, relevant advice
- Respond to your enquiries quickly and efficiently
- Take every care to protect your private information

### Verbal Enquiries

Face to Face

We will:

- Provide you with prompt, efficient and professional service at all times
- Actively listen to your request
- Treat you with respect
- Where we are unable to provide you with answers we will assist you in contacting other departments within Council, or other government agencies, where the service you are requesting is not provided by Council
- Protect your private information

Telephone

We will:

- Respond to your phone messages within 2 working days
- Keep you informed in regards to the progress of your request
- If unable to resolve your request, we will direct you to the correct Council department, or other government agency, where the service you are requesting is not provided by Council

### Written Enquiries

We will:

- Respond to your emails, faxes and letters within 10 working days
- Write clearly and fully explain Councils position in relation to your requests
- Provide you with the name and contact telephone number of the person dealing with your request

On our website we will:

- Make information to Councils services accessible
- Provide accurate and up to date information
- Allow you to contact Council directly through our site
- Respond to enquiries received via the website within 10 working days

## How to contact Council

Our specialist Customer Care team are the first point of contact for customer requests. You can contact them:

By Email: [customercare@nirc.gov.nf](mailto:customercare@nirc.gov.nf)

By Post: Norfolk Island Regional Council  
PO Box 95  
Norfolk Island, 2899

In Person: Customer Care offices - Telecom Building  
9 New Cascade Road  
Norfolk Island, 2899

Hours of operation 9:00am – 4:00pm, Monday - Friday

By Telephone: + 6723 22244 or 0100

Customer Care will endeavour to resolve your enquiry the first time they talk to you, however, some, more complex requests may require a referral to another department.

## How to submit feedback

Council values feedback in relation to its operations and the services that it provides to the community of Norfolk Island. There are a number of ways in which you can submit feedback to Council, they include:

### Website

On the homepage of Councils website select the 'Contact Us' link and fill in an online form.

### Customer Care

You can fill in a hardcopy feedback form at the Customer Care offices and give this to any of our friendly staff to pass on. You can also telephone, or email the Customer Care team to request that a copy of the form be sent to you to complete.

Feedback forms can be submitted to Council in any of the following ways:

By email: [customercare@nirc.gov.nf](mailto:customercare@nirc.gov.nf)

By Post: Norfolk Island Regional Council  
PO Box 95  
Norfolk Island, 2899

In Person: Customer Care offices - Telecom Building  
9 New Cascade Road  
Norfolk Island, 2899

## Complaints

If you wish to make a complaint in regards to a service, or services that Council provides you can do so by following the guidelines set out in our complaints handling process. This information can be obtained on our website by visiting the link <http://www.norfolkisland.gov.nf/policy-and-governance/our-complaints-process>. For more information on the Complaints Handling Process, or

to obtain a copy of the related forms contact Customer Care on telephone 0100 or by emailing [customercare@nirc.gov.nf](mailto:customercare@nirc.gov.nf).

Complaints forms, once completed, can be submitted to the Complaints Officer in any of the following ways:

By email: [regionalcouncil@nirc.gov.nf](mailto:regionalcouncil@nirc.gov.nf)

By Post:           Complaints Officer  
                      Norfolk Island Regional Council  
                      PO Box 95  
                      Norfolk Island, 2899

In Person:        Customer Care offices - Telecom Building  
                      9 New Cascade Road  
                      Norfolk Island, 2899

### **Customer Service Requests**

Councils Customer Resolution Management System (CRM) is designed to handle requests for specific services such as dangerous pot holes and falling tree limbs as well as requests for information on Councils services. The Customer Care team are able to log a CRM to the relevant department to take action within Councils defined service response time of 10 working days. For more information on logging a CRM contact Customer Care on 0100.

### **Did you find this information helpful?**

We hope that you found this information helpful, however, if you were unable to find the information you were looking for in this document please contact Customer Care on +6723 22244 or free call 0100, or by emailing [customercare@nirc.gov.nf](mailto:customercare@nirc.gov.nf).