



This charter sets out Cumberland City Council's commitment to providing excellent customer service, as we aim to deliver a welcoming, consistent and positive customer experience on every interaction.

## WHO ARE OUR CUSTOMERS?

You are. Any person or organisation that has any interaction with Cumberland City Council is a customer. This includes residents, ratepayers, business operators, Council staff, contractors and elected members.

## OUR SERVICE COMMITMENT TO YOU...

- Be friendly, efficient, and consistent on every interaction
- Handle your enquiry with confidentiality and respect
- Resolve your enquiry at first contact where we can, or explain how your matter will be progressed and who is responsible
- Provide information which is timely, accurate and reliable
- Provide you with a reference number and timeframe for your service requests
- Continually review and improve our services to you

## WHAT DO WE ASK FROM YOU?

- Provide information that is timely, accurate and complete to assist us in meeting our service levels and your expectations
- Be open and honest in your dealings with us
- Treat our staff with courtesy and respect
- Provide us with honest and constructive feedback to help us improve service delivery

## WHEN YOU VISIT US WE WILL...

- Greet you at the customer contact counter within 3 minutes
- Advise you if your appointment time is delayed and explain why
- Process your transactions efficiently with a smile

## WHEN YOU PHONE US WE WILL...

- Strive to answer your call within 60 seconds
- Greet you courteously and introduce ourselves by name
- Strive to have your enquiry resolved by the first person you speak to, otherwise direct you to the relevant person or department without you repeating your request details
- Return phone calls and messages within 2 working days

## WHEN YOU WRITE TO US WE WILL...

- Respond to you within 10 working days
- For complex enquiries, requests will be acknowledged with the responsible officer noted, and regular updates will be provided along with a timeframe for completion
- Ensure we communicate with you using easy to understand language

## WITH WEBSITE AND SOCIAL MEDIA WE WILL...

- Ensure regular monitoring of social media and respond if action is necessary within 2 working days
- Continuously review our website to ensure it is easy to use, with clear navigation and content so that you can quickly find the exact information you need

## TELL US WHAT YOU THINK...

We welcome your comments, compliments and information on how we can serve you better. You can do this by contacting our Customer Experience Manager on 8757 9000, or by emailing us at [council@cumberland.nsw.gov.au](mailto:council@cumberland.nsw.gov.au).

Council is committed to proactive complaints management – please click [here](#) to access more information.

## CONTACT US

Merrylands Service Centre  
16 Memorial Ave,  
Merrylands NSW 2160  
8am to 4.30pm, Monday - Friday

Auburn Service Centre  
1 Susan Street,  
Auburn NSW 2144  
8.30am to 4pm, Monday - Friday

T 02 8757 9000  
F 02 9840 9734  
E [council@cumberland.nsw.gov.au](mailto:council@cumberland.nsw.gov.au)  
W [cumberland.nsw.gov.au](http://cumberland.nsw.gov.au)