

Access and inclusion

Council is committed to ensuring services are accessible and flexible to meet the changing needs of our community.

If your understanding of English is low or you need some help in understanding any of the services Council delivers, we can offer alternative formats and services.

We will provide accessible information for people with a disability or otherwise in need of assistance.

Complaints, compliments and comments

Council is committed to service excellence and recognises a customer's right to make a complaint. Complaints give Council vital information about its services and a valuable opportunity to address any issues and identify any areas of service that need improvement.

The Complaint Handling Framework outlines Council's commitment to providing a fair and consistent process for customers making a complaint, and is available on our website (www.loddon.vic.gov.au) or we can send you a copy upon request.

Council also welcomes compliments and comments.

Council is committed to engaging the community in our decision making processes. To find out more about how you can have your say, please visit our website – www.loddon.vic.gov.au.

Payment methods available

Refer to Council's website for details of payment methods available.

In person: Council offices, Australia Post outlets, approved Council agencies.

Online via: Council website, BPay, direct debit request.

Mail to: PO Box 21, Wedderburn VIC 3518



How to contact us

In person

Council offices

Monday to Friday

Wedderburn 41 High Street – 8.15am to 4.45pm

Serpentine 37 Peppercorn Way – 8.30am to 5.00pm

Shire offices are closed on public holidays

Loddon Visitor Information Centre

Wilson Street Wedderburn

Monday to Saturday 9.00am to 5.00pm

Sunday and Public Holidays 10.00am to 4.00pm

Closed Good Friday, Anzac Day and Christmas

Telephone

Telephone requests to Customer Service during and after open hours:

(03) 5494 1200

Email

loddon@loddon.vic.gov.au

Website

www.loddon.vic.gov.au

Post

PO Box 21 Wedderburn VIC 3518


Customer Service Charter

Privacy

Council respects and protects the integrity, confidentiality and privacy of information. Unless required to do so by law, we will keep your personal information confidential and not disclose it without your consent.



Our Customer Service Charter sets out our commitment to you. This Charter details the level of service you should expect to receive from us, and what to do if you feel these expectations aren't met.



Our service and standards

Guiding principles

Loddon Shire Council is committed to providing quality customer service, and creating better opportunities for the community to access Council information, services and support.

Our customer service principles outline our promise to you. We will:

- be friendly, courteous and treat you with respect
- provide accurate and consistent information that is easily understood
- be responsive, follow up your requests and advise you of the status as required
- listen to you and seek your feedback
- provide accessible service options.

Help us to help you

We want to provide you with the best possible customer service – you can help us by doing the following:

- provide accurate and complete information
- treat our staff with courtesy and respect
- work with us to reach a resolution
- advise us if your details change
- give us feedback on how we have performed
- contact us to make an appointment if you have a complex enquiry or need to speak with a specific officer.

Visit in person

When visiting any of our centres or buildings, we will greet you in a timely manner and attend to your query promptly.

Appointments are recommended if you wish to meet with a particular person or department.

Appointment times will be kept.

Telephone

To Customer Service – All telephone calls to Customer Service will be answered promptly within our published call response targets.

Callers will be greeted by Council Customer Service staff clearly identifying themselves.

Telephone messages to Customer Service will be returned the same business day.

To individuals or departments – Callers will be greeted by Council staff clearly identifying themselves and their service area.

Where possible, calls will be answered within 30 seconds. If calls are not able to be answered, telephone messages will be returned within two business days.

Where the staff member is on leave, arrangements will be made to ensure that the timeframes stated above will be adhered to.

After hours – We provide a 24 hour telephone service for after hours requests where a situation is dangerous or requires urgent attention.

A Council officer will respond to urgent matters immediately.

Where messages are left for non-urgent matters, these will be processed by Customer Service and allocated to the appropriate department on the following business day.

Email

Main email (loddon@loddon.vic.gov.au) – When you send an email to our main address or via our website, we will let you know we have received your request providing you with an automatic acknowledgement or receipt.

Specific individual – Where a response has been requested, a Council officer will issue a response within three business days of receiving your request to provide you with a personalised acknowledgement including contact information and timeframe for resolution.

Mail

Where a response has been requested, a Council officer will issue a response within three business days of receiving your request to provide you with a personalised acknowledgement including contact information and timeframe for resolution.