

How you can help us:

Provide accurate information to allow us to respond appropriately to your enquiry.

Provide current contact details to enable us to contact you should we require further information.

Treat our staff equally with respect.



How to contact us

We invite and encourage you to contact us with your comments and suggestions.

You can contact us:

Phone: 8571 1000

Post: PO Box 200, Dandenong

Email: council@cgd.vic.gov.au

Website: www.greaterdandenong.com

In person.

Our customer service centres are located at:

Springvale

397-405 Springvale Road, Springvale, 3171

Dandenong



225 Lonsdale Street, Dandenong, 3175

Parkmore

Shop A7, Parkmore Shopping Centre,
Cheltenham Rd, Keysborough 3173

Paddy O'Donoghue

18-34 Buckley Street Noble Park 3174

 Phone 8571 1000	 TTY: 133 677
 Fax 8571 5196	Speak and listen: 1300 555 727
 council@cgd.vic.gov.au	Internet: www.iprelay.com.au
	 TIS: 13 14 50

Find us online  www.greaterdandenong.com



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www.youtube.com/citygreaterdandenong

Customer Service Charter



CUSTOMER SERVICE CHARTER

At the City of Greater Dandenong our community is our No.1 priority. We are committed to providing excellent customer service and aim to continually improve the services that we provide to our diverse residential and business communities. This charter details how we achieve this.

When you contact us, our commitment is that:

- Our customer service call centre will answer 80% of telephone calls within 20 seconds during normal business hours.
- Our staff will identify themselves to customers and will be polite, courteous and helpful.
- Our after-hours service will provide assistance outside normal business hours. In the case of emergencies where life or property is under immediate threat, we will provide you with a rapid response.
- All emails sent to council@cgd.vic.gov.au will be acknowledged within two working days. Where a response is sought and staff cannot provide immediate answers to your request, a response will be provided that indicates our anticipated timeframe.

- We will respond to emails and written enquiries, including requests for review of infringement notices, within 15 working days of receipt of the correspondence. We will provide either a resolution to your request or outline how it will be handled.
- We will respond to social media posts within two working days. We welcome comments and feedback, however will remove offensive and racially abusive comments.
- We will provide you with a reference number for all service requests being managed through our Customer Request System. This reference number will allow us to quickly identify your request if you have further related enquiries.
- On request, the officer delegated to manage your enquiry will keep you informed of its progress.
- We will take seriously any concerns you might have about our ability to meet these commitments and will urgently resolve to rectify.

We also promise to consult and communicate with the community and report on our performance.

- We undertake to provide open, honest and consultative local government.
- We will conduct open and transparent Council meetings and publish the previous 12 months of minutes on Council's website.
- We will conduct community consultation on our key corporate directions.
- We will publish the results of our key corporate directions in our newsletter, The City and on our website.
- We will publish an Annual Report showing how we performed and what service improvement targets are set for the coming year.
- We will ensure that non-English speaking members of our community have access to our translation service.
- We will ensure people of all abilities can access our services. If you have a speech or hearing impairment we will provide you with access to the National Relay service.
- We will build and grow our organisation based on cultivating exceptional character. This includes our commitment to being respectful, engaged, accountable, creative and honest with each other and our community.