

Help Us To Help You

By providing accurate and complete information

Treating our staff and others with courtesy and respect

Advise us if your details change

Tell us if you need assistance

Work with us to reach a resolution



Contacting Us

Online: www.hrcc.vic.gov.au/contact-us

Telephone: 03 5382 9777
8:30am – 5pm Monday to Friday

TTY: 133677 ask for 03 5382 9777

In person:
18 Roberts Avenue Horsham
(8:30am – 5pm Monday to Friday)

62 Main Street Natimuk
(Thursday morning)

In writing:
council@hrcc.vic.gov.au
or
PO Box 511 Horsham Vic 3402

Horsham Rural City Council

Customer Commitment Charter



Our Commitment

Horsham Rural City Council is committed to providing the highest possible level of service to our community and our customers.

We provide an extensive and varied range of services to the community. We value our customers and are committed to providing a high standard of service, and consistency in service delivery.

Our organisational values are our guide to how we will achieve exceptional customer service.



Flexibility

We are adaptable to changing circumstances



Accountability

We are responsible for our behaviour and actions



Integrity

We are ethical, transparent and honest in our conduct



Respect

We value diversity and appreciate others

Our Response

Online

Our website will provide comprehensive, accurate, relevant and timely online information. We will provide important information via social media and respond to enquiries made via social media within 2 business days.

Phone

We will answer calls promptly and try to resolve enquiries immediately. We will return phone calls within 2 business days.

Written/Email

We will respond within 10 business days. If a full reply is not possible you will be notified of a timeframe for response and the contact person.

Complaints

We will acknowledge a complainant within 3 business days. We will inform them of the name and department of the staff member handling their enquiry, and advise of a timeframe for progressing and/or completing the enquiry where relevant. Refer to our Complaints Handling Policy for more information.

Service Commitments

It is important for us to set expectations about the time our processes and services may take. We have collated the standard timeframes for the commonly used services we provide, from emptying bins, to cleaning streets, to completing permits and applications. Refer to our Customer Service Standards Procedure for a detailed list of our service timeframes available from our website.



Complaints

If you are not satisfied with the standard of service provided, you should direct your initial enquiry to Customer Service who will attempt to resolve your concerns as a matter of priority. More information on complaint resolution is available on our website or by contacting our Governance Department on 03 5382 9777.

Feedback

Your feedback is important to us as it highlights any areas that need to be considered for improvement and supports our continuous improvement processes. Refer to the back of the charter for contact methods.

Privacy

The responsible handling of personal information is a key aspect of good governance, and we are strongly committed to protecting an individual's right to privacy. Your personal information will be handled in accordance with the Information Privacy Principles as set out in the Privacy & Data Protection Act 2014 and Council's Privacy Policy and Privacy Statement available on our website.