

Customer Service Charter

We want our customers (residents, visitors, ratepayers, businesses, workers and shoppers) to know what to expect from the City of Canada Bay. We aim to deliver high quality services to meet your needs and strive for continuous improvement.

Our commitment to you

- We will be professional, honest and courteous in all our dealings with you
- We will be accountable for the information and services that we provide
- We will respect and maintain your privacy
- We will provide an end to end customer experience offering
- We will ensure our team have the skills and knowledge to meet your needs

How can you help us?

- You will treat our team with respect and courtesy
- You will provide timely, honest, complete and accurate information
- You will provide us with name, address, telephone and email so that requests can be registered and a request number can be offered
- You will provide us with feedback so that we can acknowledge good work and continue to evaluate and improve our services to you

When you call us

- The customer contact centre will answer your call within 60 seconds
- We will assist in having your enquiry addressed by the first person that you speak to
- We will return telephone messages within 24 hours

When you write to us

- We will give you a request number for reference, and respond to written enquiries within 10 business days
- We will advise what we are doing to progress your matter

When you visit our service centre

- We will serve you within 5 minutes of attending our customer service centre
- We will escort you to our waiting area, and advise if your meeting is delayed

When you use our online chat facility

- We will give you a request number
- We will refer your request to the relevant team within 24 hours

Feedback

We encourage feedback about your customer experience and the services we provide, either in person or via the [feedback](#) form on our website

All complaints will be dealt with according to our [Complaints Handling Policy](#)

How to Contact us?

In Person

Customer Service Centre

1a Marlborough Street, Drummoyne NSW 2047
Open Monday to Friday 8.30am-4.00pm or

Concord Library (Every Wednesday 9.30am - 4.00pm)
60 Flavelle Street, Concord NSW 2137

Phone Enquiries

Customer Service Contact Centre

Phone: 9911 6555

Open Monday to Friday 8.30am-5.00pm

After Hours Assistance

Phone: 9911 6555

Email: council@canadabay.nsw.gov.au