



What you can expect from the City of Unley?

If you live, work, study or pay rates in the City of Unley you are one of our valuable customers.

We are committed to providing you with a consistent, quality customer experience.

HOW TO CONTACT US

Phone us (08) 8372 5111

Send us an email pobox1@unley.sa.gov.au

Write to us City of Unley, PO BOX1
Unley, SA 5061

Visit us 181 Unley Road, Unley, SA

Council Officers are open
Monday to Friday
8:30am – 5:00pm

Access us online www.unley.sa.gov.au

Report it online online.unley.sa.gov.au

FEEDBACK & COMPLAINTS

Please let us know how we do. We are committed to continuous improvement and welcome feedback and suggestions through our above contact methods.

If you have a complaint about the services provided or if we have made a mistake, we would like to hear about it. We will acknowledge receipt of your complaint within 1 working day and will investigate and resolve your complaint within 10 working days. If we are unable to resolve your complaint within this timeframe, we will contact you and advise the timeframe requires to resolve your complaint.

CUSTOMER SERVICE STANDARDS

WHEN YOU TELEPHONE US

- 😊 We will aim to answer your call within 30 seconds. If there is an unexpected delay answering your call, we will let you know and give you the option of requesting a call back. If your call is made after hours, you can leave a message with our after hours service.
- 😊 We will aim to resolve enquiries at your first point of contact with us.
- 😊 If you are making a request that requires action, you will be provided with a reference number to quote, should you need to re-contact us.
- 😊 If the enquiry is of a technical or specialist nature, we will transfer you to the appropriate Officer.
- 😊 If the Officer is unavailable, we will take a message and your call will be returned within 2 working days.



WHEN YOU WRITE TO US

- 😊 We will acknowledge your correspondence within 5 working days and if the matter will take longer to resolve, we will inform you of the resolution timeframe.
- 😊 If we cannot meet promised timeframes, we will contact you and explain the reason for the delay and when resolution can be expected.
- 😊 We will use clear and concise language in our correspondence to you.
- 😊 We will provide you with the name and contact details of the Officer dealing with your matter.

WHEN YOU VISIT US

- 😊 We will greet you with warmth, respect and understanding and identify ourselves.
- 😊 We will aim to deal with your enquiry, service request, payments and bookings immediately.
- 😊 If the enquiry is of a technical or specialist nature, will contact the appropriate Officer. If the Officer is unavailable, we will take a message and the Officer will contact you.
- 😊 We have private meeting rooms so you can discuss queries that are sensitive or private.

OUR PROMISE TO YOU

We will:

- 😊 Listen to you and treat you with respect.
- 😊 Respond promptly to your requests and you will receive a consistent service from us.
- 😊 Make it easy for you do business with us and simplify our interactions, including continually improving the self-help options available to you.
- 😊 Keep you updated on progress, so you know what is happening, why and timeframes.
- 😊 Provide you with a process to escalate your concern/complaint.
- 😊 Respect your privacy and handle personal information in accordance with the Freedom of Information Act 1991.

HELP US HELP YOU

- 😊 Provide us with accurate and complete information.
- 😊 Treat our staff and other customers with courtesy and respect.
- 😊 Work with us to help solve problems.
- 😊 Understand that if an Officer feels threatened or experiences abusive language or behaviours they may terminate the communication.
- 😊 Give us feedback and let us know how we have done.