

Submitting Feedback

Report It instantly using



My Local Services App

Request for service

If you have identified a need for us to perform one of our services (ie damaged trees, pot-holes in footpaths) we ask that you contact us and provide:

- your contact details; and
- a description of the issue or the work required; and
- address for the location of the request.

Comment / Compliment

We are constantly looking for ways to enhance the services and programs we provide to you. If you have been pleased with our service, let us know, as it gives us the opportunity to recognise the great service provided by our staff.

Concern / Complaint

If you can suggest how we can do things better, please tell us. We welcome your feedback to improve our service to you. A feedback form is available online or at any of our customer service centres or libraries. Alternatively you can write to us or give us a call.

Review of Decision

This is a formal request for revision of a decision by Council in accordance with the requirements of s.270 of the Local Government Act.

We have a formal complaints policy and supporting procedures which outlines standards and processes for actioning matters raised by customers. This can be viewed at our website www.berribarmera.sa.gov.au/policy

Our Mission

Our business is to work with the greater community of the Riverland to create opportunities, strengthen partnerships and build a vibrant, inclusive society.

Our Values

Everything Council does is guided by the community and corporate values which define the culture of our organisation and the behaviours that shape our interaction with the Berri Barmera community and each other.

Our Community Values

Welcoming
Inclusive
Safe
Confident
Connected



Our Corporate Values

Motivated
Innovative
Excellence
Adaptive
Learning

How to contact us

Phone us	08 8582 1922
Send us an email	bbc@bbc.sa.gov.au
Write to us	Berri Barmera Council PO Box 229, BERRI SA 5343
Visit our office	Berri Council Office 19 Wilson Street, BERRI Barmera Library 4C Barwell Avenue, BARMERA
Access our website	www.berribarmera.sa.gov.au
Report it	My Local Services App

Customer Charter



**Berri
Barmera**
COUNCIL Building a
Better Community

Our Customer Charter highlights our commitment to you, our customers, on the kind of experience and service that you can expect to receive from us. It will guide our staff to deliver on those commitments and describes the level of service standards you can expect when you contact us.

We understand it is important for us to set expectations upfront about the time our processes and services may take. So we have collated the standard timeframes for all of the services we provide, from tree trimming, to cleaning streets, to completing permits and applications.

Our commitment to you

We are committed to being a customer focused organisation.

- We want you to be listened to, understood and treated with respect. You will receive service that is engaging and responsive.
- We will provide friendly consistent service that is correct, accessible and equitable. Our staff will be empowered to take ownership and deliver positive outcomes.
- Your requests should be actioned or resolved in a timely manner. We will continue to strive for improvement and innovative solutions with our processes.

Our service standards

In delivering our processes and services we will:

- provide identification and display a professional image
- be courteous, helpful, positive and focused on solutions
- endeavour to resolve all enquiries at the first point of contact
- redirect you to the correct service provider
- provide clear, accurate information that is consistent and easy to understand
- undertake community engagement through consultation
- respect and protect your privacy

How you can help us

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

- provide accurate and complete information when dealing with us so that we may appropriately deal with your enquiries
- communicate respectfully
- respect the rights of other customers and the community in which we live
- work with us to reach a resolution
- let us know when things change (eg. address, dog registration details)
- provide feedback about your customer service experience

How to keep up-to-date with us

Check out our latest news on our website or join our Facebook page or subscribe to our E-News.



▪ www.facebook.com/bbcouncil



▪ www.berribarmera.sa.gov.au/latestnews



▪ www.berribarmera.sa.gov.au/connect

Our contact standards

Contacting us in person	we will attend to the counter immediately
Contacting us by phone	we will answer calls promptly and try to resolve enquiries immediately
Writing to us	we will acknowledge correspondence or provide an interim reply
Contacting us via our website	we will provide accessible up to date information including forms; meeting minutes / agendas
Community Consultation	we will seek to engage you with projects or programs that will shape our future
Contacting Elected Members	contact details are available on our website

To view our response timeframes on our processes and service deliverables visit: www.berribarmera.sa.gov.au/servicestandards
