

Our commitment to you

We aim to deliver excellent service that is timely, transparent, and respectful.
This customer charter sets out the standards you can expect when engaging with us.



**SOUTH WAIRARAPA
DISTRICT COUNCIL**
Kia Reretahi Tātau

Our principles



Respect and courtesy

- We will treat all customers with dignity, respect, and professionalism.
- We will listen carefully and respond in a polite and helpful manner.

Accessibility

- We will make our services easy to access for everyone, including providing clear information and support for those with additional needs.
- We will offer multiple contact channels (phone, email, online, in person).

Transparency

- We will provide clear, accurate, and timely information about our services, decisions, and processes.
- We will explain reasons for decisions and provide you options if you disagree.

Responsiveness

- We will acknowledge your request.
- We will advise on the timeframe it will take to respond to your request.
- We will update you during the process if we have information for you.
- If we need to extend the timeframe, we will let you know.

Accountability

- We will take responsibility for our actions and decisions.
- We will provide clear routes for feedback, complaints, and appeals.

Fairness

- We will treat everyone equally and without discrimination.
- We will make decisions based on facts, fairness, and the law.

Continuous improvement

- We will regularly review our services and seek feedback to improve.
- We will embrace innovation to deliver better outcomes for our community.

Response time commitments



- Phone calls: We will respond to your call promptly during business hours and make sure you are supported by the most suitable person or team.
- Emails: We will acknowledge your email within 3 working days and provide a full response within 10 working days. Where this is not possible we will be clear about the complexity and expected final response time.
- Online requests: Will be acknowledged immediately with an automated response, You will receive a full response within 10 working days. Where this is not possible we will be clear about the complexity and expected final response time.
- Postal mail: We will respond to your postal correspondence within 10 working days of receipts. Where this is not possible we will be clear about the complexity and expected final response time.
- Complaints: We will acknowledge your complaint within 3 working days and provide a resolution or update within 10 working days.
- Urgent issues (e.g., public safety): We will action urgent issues immediately or escalate to the appropriate service provider within 1 hour.

What we ask of you



- Treat our staff with courtesy and respect.
- Provide accurate information to help us serve you effectively.
- Respect the rights of other customers and the community in which we live.
- Work with us to reach a resolution.
- Let us know when your details have changed (e.g. address, dog registration details)
- Share positive and constructive feedback to help us improve.