OUR VALUES

Inclusive, thriving and unified
We welcome everyone to share in the strengths of the region.

Sustainability and environmental stewardship
We protect and preserve our natural environment.

Innovative and creative
We embrace the creative spirit of our community.

Accessible and community centred
We work to build a community where everyone can thrive.

Transparent and collaborative
We work together in partnership.

WHAT HAPPENS WHEN I SUBMIT FEEDBACK OR A COMPLAINT?

Feedback:
You can submit feedback, suggestions, or complaints through various channels, including phone, email, post, in person, or via our website. We value your input and aim to address concerns promptly, working towards a quick resolution without the need for a formal process whenever possible. We are committed to responding to your feedback within 10 working days. For more complex matters, we will keep you informed of progress every step of the way.

Formal Complaints:
Formal complaints must be submitted in writing to ensure a thorough investigation. Complaints involving serious issues, including those made against a Council Officer or Councillor, are referred to the relevant Department Director, the General Manager, or the Mayor to ensure confidentiality and an impartial investigation process.

If you're not happy with how we resolve your complaint, you have the right to seek an external review from agencies such as:

Ombudsman Tasmania
NAB House, L6, 86 Collins St, Hobart, TAS 7000
E: ombudsman@ombudsman.tas.gov.au
Ph: 1800 001 170

The Director of Local Government
Level 5, 15 Murray St, Hobart, TAS 7000
E: localgovernment@dpac.tas.gov.au
Ph: (03) 6232 7022

You can refer a complaint to these bodies at any time, along with other relevant agencies, however we encourage you to allow us the opportunity to resolve your complaint first.

CUSTOMER SERVICE CHARTER

Working together to connect our diverse region, celebrate our thriving community and welcome everyone to share in our abundance.

MEANDER VALLEY

Our community is at the heart of everything we do at Meander Valley Council. We're here to serve you with dedication and professionalism, ensuring every interaction is a positive one. Our team is committed to listening to your needs, addressing your enquiry and providing reliable and efficient services.

FEEDBACK IS IMPORTANT TO US

We are committed to listening, learning, and responding to your feedback. Your input helps us recognise great service provided by our staff as well as identify areas where we can improve. We encourage you to share your experiences with us, whether positive or constructive, to help us continue to enhance our services and find solutions that better our community.

OUR COMMITMENT

We believe in creating a supportive and inclusive environment where every community member feels valued and heard.

From the moment you reach out to us, we promise to be attentive, respectful, and responsive. Whether you're asking a question, lodging a request, or providing feedback, we're here to assist with a smile and a commitment to excellence.

We're dedicated to working with you to achieve the best outcomes for our community and we know trust is built through transparency and consistent communication. That's why we strive to keep you informed and engaged every step of the way.

We promise to:

- Respect, listen and care about your enquiry.
- Identify ourselves in all communications.
- Maintain your privacy and confidentiality.
- Communicate clearly, politely and promptly.
- Be receptive to new ideas and solutions.
- Provide up-to-date information.
- Follow up to ensure closure on your concerns.

How you can help us:

- Treat our staff with respect and kindness.
- Provide complete, accurate details to us.
- Work with us to solve problems.
- Share feedback on how we can improve.
- Maintain the privacy and confidentiality of our team and others in our community.
- For complex matters like planning, building or meetings with a specific officer, please contact us to schedule an appointment.

WHAT IS A SERVICE REQUEST

A service request is for action on an issue, such as a missed bin collection, a pothole in the road, or a barking dog causing a nuisance. A complaint, on the other hand, is a way to express where you feel we've missed the mark with a service you've received. If you need action taken on an issue in our municipality, you can lodge a service request with us.

How to make a service request

Contact Us: You can lodge a service request in-person, over the phone, by email or through our website. We welcome any requests or suggestions you may have and will do our best to respond promptly.

Process: Once you've made your service request, we will pass it on to the relevant department for action. We will also keep track of its progress to ensure that your issue is resolved.

You can get in touch with us by:

Phone: (03) 6393 5300

Email: mail@mvc.tas.gov.au

In-person: Meander Valley Council Chambers at 26 Lyall Street, Westbury

Post: PO Box 102, Westbury, TAS 7303

SCAN THE QR CODE

to lodge a service request or submit feedback through our website

www.meander.tas.gov.au/contact-council