

Customer Service Charter

AlburyCity is committed to providing customer service excellence and ensuring that you receive efficient, responsive and friendly service.

**There are many reasons why you may contact us.
Our dedicated teams are ready to respond.**

We will:

- Acknowledge all enquiries and respond within five business days. If your request requires more investigation, we will keep you posted.
- Treat you like a valued customer every time you interact with us.
- Do our very best to untangle red tape and streamline systems and processes.
- Listen to you and respond to your enquiry.
- Respect and protect your privacy.
- Answer your calls promptly and do our best to resolve your enquiry immediately.
- Provide an inclusive environment and remove any barriers when accessing our services.

Feedback and complaints

We aim to deliver you excellence in customer service each and every time. If you are not satisfied with your experience, we encourage you to contact us and let us know.

We will listen to you and handle your feedback or complaint with professionalism. We will also do our very best to deliver you a timely resolution or outcome.

How will we know if we are meeting your expectations?

We use community satisfaction surveys to engage with you and ask you for feedback so we can continue to improve our services and your experiences.

Our contact channels are:

Website: alburycity.nsw.gov.au
Use our contact form

App: Report a problem using
Snap Send Solve

In person: 553 Kiewa Street, Albury
Monday to Friday (8:30am-5:00pm)

Lavington Library
366 Griffith Road, Lavington
Mon, Tues, Wed & Fri (9:30am-5:30pm)
Thursday (9:30am-7:00pm)
Saturday (9:30am-1:00pm)

Email: info@alburycity.nsw.gov.au

Mail: Albury City Council
PO Box 323 Albury NSW 2640

Phone: 02 6023 8111 – during business hours -
8:30am to 5:00pm Monday to Friday

1300 133 391 - After business hours
and public holidays

Further assistance

If you have a hearing or speech impairment you can contact us through, National Relay Service on 1800 555 660. You will be required to give the service our number 02 6023 8111

Translating and Interpreting Service (TIS) 131 450

Help us help you

To assist us with efficient, responsive and friendly customer experiences we ask that you treat our teams with respect, work with us to solve issues and provide accurate and timely information.