



Tell us how to
IMPROVE
our customer
service at NCC

Customer Service Satisfaction Survey

Survey Report
December 2017

December 2017

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Table of contents

1	Introduction	1
1.1	Objectives	1
2	Methodology	2
2.1	Research approach.....	2
2.2	Data handling.....	2
3	Survey findings	2
3.1	Contact with customer service	2
3.1.1	Customer Service contact reason and method.....	2
3.1.2	In person contact	5
3.1.3	Telephone contact	7
3.1.4	Online- email/webform	10
3.1.5	Posted mail.....	12
3.2	Demographics.....	14
3.2.1	Gender.....	14
3.2.2	Age group	15
3.2.3	Property owner	15
3.2.4	Residence.....	16
4	Appendix I - Verbatims.....	21
5	Appendix II - Survey.....	34
	Customer Service Survey	34
5.1	In person.....	36
5.2	Telephone.....	37
5.3	Email.....	38
5.4	Posted mail.....	40
5.5	About you	41

1 Table of figures

Figure 1 Public Participation Spectrum, International Association of Public Participation	2
Figure 2 Reasons for contacting Council.....	3
Figure 3 Access Council website	4
Figure 4 Methods used for contacting Council	4

Figure 5 Overall Satisfaction	5
Figure 6 In-person satisfaction overall.....	6
Figure 7 In-person satisfaction	7
Figure 8 Telephone satisfaction overall.....	8
Figure 9 Telephone satisfaction	8
Figure 10 Enquiry resolved during first call.....	9
Figure 11 Return calls required to resolve query	9
Figure 12 Online method used	10
Figure 13 Online satisfaction overall	11
Figure 14 Online satisfaction.....	11
Figure 15 Posted mail overall.....	12
Figure 16 Posted mail satisfaction.....	13
Figure 17 Gender.....	14
Figure 18 Age group	15
Figure 19 Property owner.....	15
Figure 20 Residence	16

2 Table of tables

Table 2 Suburb	17
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1 Introduction

In order to help improve future customer service initiatives, Council has sought feedback from those that have made contact with Council regarding their interactions and experiences. The customer service survey has been undertaken since 2009 with iterations in 2010, 2012, 2015 and 2016.

The survey and approach was revised for 2017. The Customer Service survey now takes the form of a quarterly longitudinal survey and only those that had made contact in the previous quarter will be invited to participate. This will assist in identifying problem areas earlier and ensuring that only those who truly have had contact with customer service provide feedback. Going forward, those that have been invited in the previous quarter or those that have had multiple contacts will be removed from the contact list. A total of 564 people participated in the November quarterly survey and was comprised of those who contacted Council between August and October 2017. The next iteration of the survey will be undertaken by those who contacted Council between November 2017 and January 2018.

1.1 Objectives

The intent of the survey was to obtain community feedback regarding customer service performance at Council. The survey will serve as a benchmark study from which Council can monitor the performance of an increased focus on customer service. Questions asked in this survey relate to the following aspects of customer service:

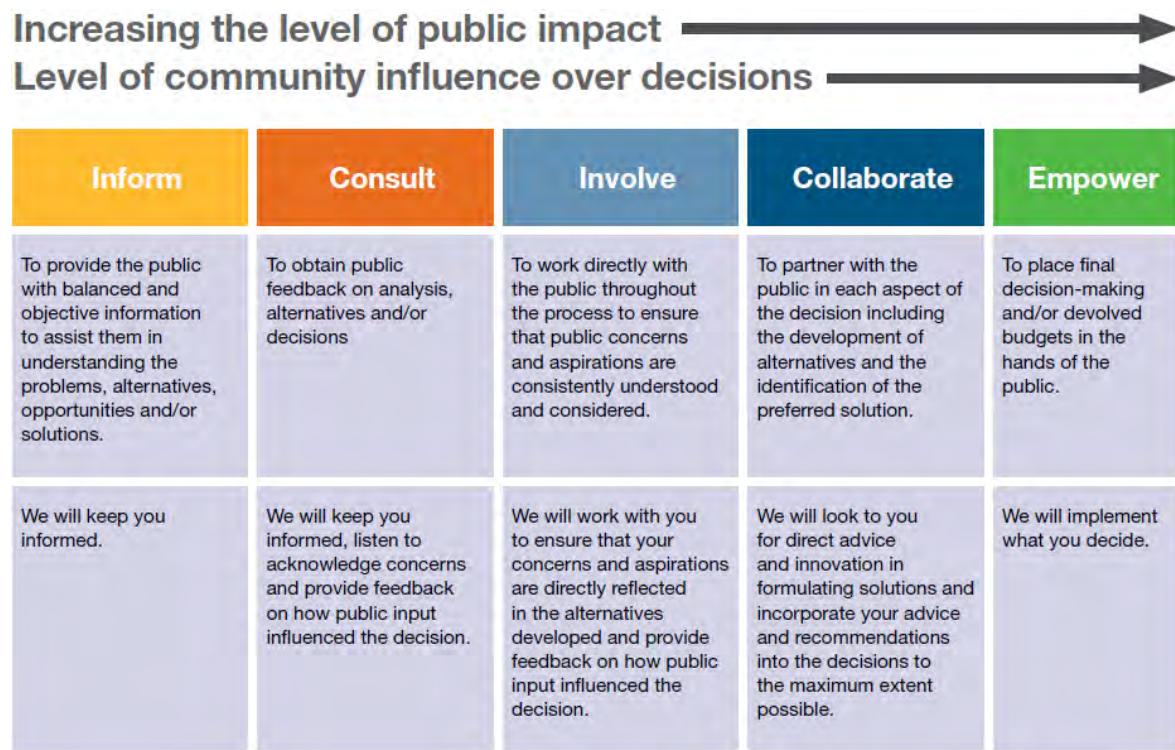
- level of overall satisfaction with customer service at Council
- ratings of customer service via different channels (e.g. phone, email, in-person, mail, web form)
- diagnostic evaluation of different customer service channels
- suggestions for customer service improvements
- satisfaction with communications and engagement from Council
- identify what methods of communication are effective
- identify what methods of engagement the participants would like to see more of.

2 Methodology

2.1 Research approach

This study falls under the **consult** category of the IAP2 framework endorsed in Council's [Community Engagement Framework](#).

Figure 1: Public Participation Spectrum, International Association of Public Participation



2.2 Data handling

The data handling and analysis was carried out using Sparq software. All responses are treated in confidence to ensure the anonymity of respondents, and edited only for grammar and spelling in the verbatim comments.

3 Survey findings

3.1 Contact with customer service

3.1.1 Customer Service contact reason and method

The main reasons participants contacted Council in the last three months regarded waste services (31%), request a service or maintenance (19%) and to make a complaint (16%).

Figure 2: Reasons for contacting Council

What have been your main reasons for contacting Council in the last 3 months?

Total participants: 564

Waste services eg. missed collection, bulk waste service or new bin request



Request a service or maintenance



Make a complaint



Obtain information



To get information about or respond to a development application



Seek assistance or advice



Other



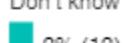
Lodge an application (i.e. development, parking, aged concessions)



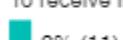
Pay an account



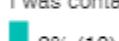
Don't know / Not sure



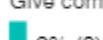
To receive information regarding a Council service eg. Newcastle Museum, Art Gallery, Library.



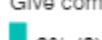
I was contacted by a Council officer



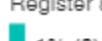
Give complimentary feedback



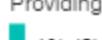
Give comment during a public exhibition period



Register a cat or dog



Providing information requested by a Council officer



Participants were asked if they had accessed the Council website to solve query prior to contacting customer service. The most common answer was that they had not accessed the Council website prior (28%), followed by other (15%) and they could not find what they were looking for (14%).

Figure 3: Access Council website

Did you access the Council website to solve your query prior to contacting customer service?

Total participants: 564

I did not access the Council website



Other



Could not find what I was looking for



Information was not clear or did not provide enough detail



I prefer to use other methods



Did not answer



Telephone (57%) and online (56%) were the most common methods used to contact Council.

Figure 4: Methods used for contacting Council

Which methods have you used to contact Council?

Total participants: 564

Telephone



Online: Email/Web form



In-person at Council offices



Mail



Other



Don't know / not sure



Participants were asked how satisfied they were overall with the customer service that was provided to them. Overall, 62 per cent were satisfied and 29 per cent were dissatisfied.

Figure 5: Overall Satisfaction

Overall how satisfied are you with the standard of customer service you have received from Council in the last 3 months? Please click on the appropriate scale value within the grey line or click and drag triangle to place.

Total participants: 564

Very dissatisfied



15% (85)

Dissatisfied



14% (77)

Neither



8% (45)

Satisfied



26% (149)

Very satisfied



36% (201)

Don't know / NA



1% (7)

A comparison of overall satisfaction levels between 2016 and 2017 is provided in the table below. These results indicate that overall satisfaction with customer service has been stable over the period.

Table 1: Overall Satisfaction 2017 vs 2016

% Satisfied or Very satisfied	
2017	2016
62%	61%

3.1.2 In person contact

Those that selected that they had in-person contact with Council were asked to rate the overall experience. Almost three-quarters of these participants (73%) rated the experience as good or excellent and 12 per cent rated it as very poor or poor.

Figure 6: In-person customer service rating overall

How would you rate the overall in-person contact you had with Council in the past 3 months?

Total participants: 97

Very poor



7% (7)

Poor



5% (5)

Average



13% (13)

Good



38% (37)

Excellent



35% (34)

Don't know / NA



1% (1)

Those that selected that they had in-person contact with Council were asked to rate the experience based on the following items; degree of helpfulness (64% of these participants rated it as good or excellent), professionalism (75%), speed of service (50%), staff knowledge (57%), follow up (32%) and overall ease of contact (56%).

Figure 7: In-person customer service rating

How would you rate your in-person contact with Council in the past 3 months in the following areas?

Total participants: 97



3.1.3 Telephone contact

Those that selected that they had telephone contact with Council were asked to rate the overall experience. Almost three quarters of these participants (73%) rated the experience as good or excellent and 13 per cent rated it as very poor or poor.

Figure 8: Telephone customer service rating overall

How would you rate the overall telephone contact you had with Council in the past 3 months?

Total participants: 320

Very poor



6% (18)

Poor



7% (23)

Average



11% (35)

Good



33% (105)

Excellent



40% (129)

Don't know / NA



3% (10)

Those that selected that they had telephone contact with Council were asked to rate the experience based on the following items; degree of helpfulness (67% of these participants rated it as good or excellent), professionalism (72%), speed of service (60%), staff knowledge (68%), follow up (42%) and overall ease of contact (57%).

Figure 9: Telephone customer service rating

How would you rate your telephone contact with Council in the past 3 months in the following areas?

Total participants: 320

Very poor



●

Poor



●

Average



●

Good



●

Excellent



●

Don't know / NA



●

Did not answer



Degree of helpfulness



10% (33)

30% (96)

37% (118)

8% (27)

Professionalism



10% (32)

33% (107)

39% (126)

8% (25)

Speed of service



9% (29)

14% (45)

27% (85)

33% (107)

9% (28)

Staff knowledge



11% (36)

31% (98)

37% (117)

9% (29)

Follow-up



14% (44)

9% (28)

10% (31)

18% (59)

24% (76)

14% (44)

12% (38)

Overall ease of contact



16% (50)

27% (86)

30% (96)

15% (48)

A total of 58 per cent of respondents indicated that their enquiry was resolved on the first call.

Figure 10: Enquiry resolved during first call

In general over the past three months, has your enquiry or issue usually been resolved on your first call?

Total participants: 320

Yes



58% (186)

No



35% (111)

Don't know / Not sure



7% (23)

The 111 participants that selected that their issue had not been resolved during the first call were asked a follow up question about how many return calls they needed to make. A total of 39 per cent indicated that they made two to three return calls and 25 per cent were not sure.

Figure 11 Return calls: required to resolve query

How many return calls did you need to make to Council to have your query resolved?

Total participants: 111

1 call



9% (10)

2-3 calls



39% (43)

4-5 calls



15% (17)

6 calls or more



12% (13)

Don't know / Not sure



25% (28)

3.1.4 Online- email/webform

Participants that indicated they had used an online method for contacting Council were asked a follow up question regarding which method they had used, just over half (55%) used an online web form followed by the official mail address mail@ncc.nsw.gov.au (38%).

Figure 12: Online method used

In the past three months, which type of online method did you use to contact Council?

Total participants: 318

Online web form (contact through Council's website)



mail@ncc.nsw.gov.au



A specific Council staff member's email address



Other (please specify)



Don't know / Not sure



Those that selected that they had used an online method to contact Council were asked to rate the overall experience. Just over half of these participants (53%) rated the experience as good or excellent and 23 per cent rated it as very poor or poor.

Figure 13: Email/web customer service rating overall

How would you rate the overall online: email/web form contact you had with Council in the past 3 months?

Total participants: 318

Very poor



15% (49)

Poor



8% (26)

Average



20% (65)

Good



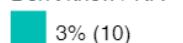
30% (94)

Excellent



23% (74)

Don't know / NA



3% (10)

Those that selected that they had an online contact with Council were asked to rate the experience based on the following items; degree of helpfulness (46% of these participants rated it as good or excellent), professionalism (48%), speed of service (42%), staff knowledge (38%), follow up (32%) and overall ease of contact (49%).

Figure 14: Email/web customer service rating

How would you rate your online: email/web form contact with Council in the past 3 months in the following areas?

Total participants: 318



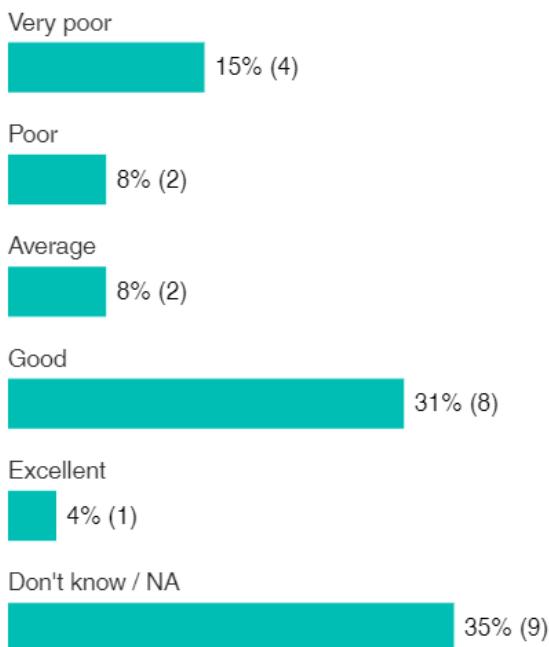
3.1.5 Posted mail

Those that selected that they had contacted Council via posted mail were asked to rate the overall experience. Just over one-third of these participants (35%) rated the experience as good or excellent and 23 per cent rated it as very poor or poor.

Figure 15: Posted mail overall

How would you rate the overall posted mail contact you had with Council in the past 3 months?

Total participants: 26

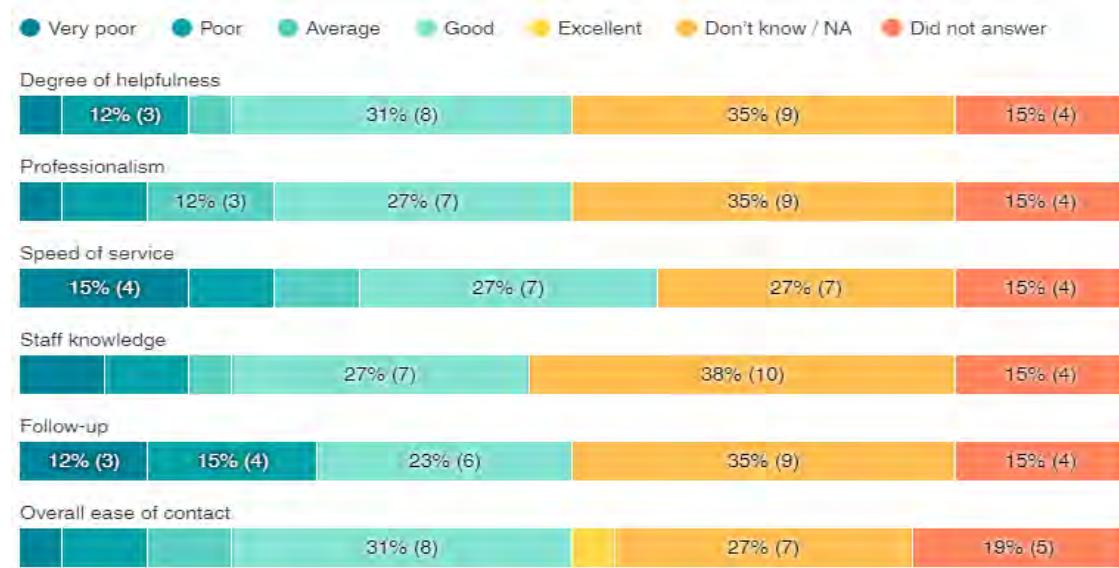


Those that selected that they had posted mail contact with Council were asked to rate the experience based on the following items; degree of helpfulness (66% of these participants rated it as good or excellent), professionalism (62%), speed of service (54%), staff knowledge (65%), follow up (58%) and overall ease of contact (31%).

Figure 16 Posted mail customer service rating

How would you rate your posted mail contact with Council in the past 3 months in the following areas?

Total participants: 26



The table below provides a comparison between 2016 and 2017 of overall customer service ratings for each of the methods of contact.

Table 2: Overall customer service ratings 2017 vs 2016

Method of contact	% Excellent or good 2017	% Excellent or good 2016
In-person	73%	79%
Telephone	73%	72%
Email/web	53%	47%
Mail	35%	17%

3.2 Demographics

3.2.1 Gender

Just under half of the participants were female (49%) with the amount of males following closely (46%), there were also 0.35 per cent of participants that identified as transgender/intersex/other and 4 per cent did not wish to declare.

Figure 17 Gender

Are you...

Total participants: 564

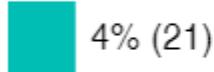
Female



Male



Prefer not to say



Transgender/Intersex/Other



3.2.2 Age group

The majority of participants selected age groups 55-69 (38%) and 40-54 (33%).

Figure 18 Age group

Please indicate your age group:

Total participants: 564

Under 18

0% (1)

18-24

1% (5)

25-39

14% (78)

40-54

33% (187)

55-69

38% (216)

70+

9% (53)

Prefer not to say

4% (24)

3.2.3 Property owner

Most of the participants owned property in the Newcastle LGA (78%).

Figure 19 Property owner

Do you own property in Newcastle LGA?

Total participants: 564

Yes

78% (442)

No

22% (122)

3.2.4 Residence

A total of 84 per cent of participants lived in Newcastle with the main suburbs of residence being Wallsend (8% n=36), New Lambton (7% n= 32) and Mayfield (7% n=31).

Figure 20 Residence

Which Local Government Area do you live in?

Total participants: 564

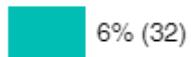
Newcastle



Lake Macquarie



Other



Maitland



Cessnock



Port Stephens



Which suburb do you live in?

Total participants: 473

Table 3 Suburb

	Total
Total	473
Wallsend	36 8%
New Lambton	32 7%
Mayfield	31 7%
Merewether	28 6%
Lambton	21 4%
Elermore Vale	21 4%
Adamstown	21 4%

	Total
Newcastle East	19 4%
Maryland	18 4%
Adamstown Heights	18 4%
Stockton	15 3%
Hamilton	14 3%
The Hill	11 2%
Kotara	11 2%
Fletcher	11 2%

	Total
Waratah	10 2%
Newcastle (CBD)	10 2%
Mayfield East	10 2%
Cooks Hill	10 2%
Birmingham Gardens	10 2%
Rankin Park	9 2%
Islington	9 2%
Bar Beach	9 2%

	Total
Hamilton East	8 2%
New Lambton Heights	7 1%
Jesmond	7 1%
Maryville	6 1%
Hamilton South	6 1%
Georgetown	6 1%
Tighes Hill	5 1%
Shortland	5 1%

	Total
Warabrook	4 1%
Carrington	4 1%
Broadmeado	4 1%
Beresfield	4 1%
North Lambt	3 1%
Newcastle W	3 1%
Merewether Heights	3 1%
Mayfield We	3 1%

	Total
Waratah We	2 0%
The Junction	2 0%
Tarro	2 0%
Minmi	2 0%
Hamilton No	2 0%
Wickham	1 0%
Sandgate	0 0%
Kooragang	0 0%

	Total
Hexham	0 0%
Callaghan	0 0%
Blackhill/ Lenaghan	0 0%

4 Appendix I - Verbatims

While these responses have not been thematically coded, generally customers want prompt follow up and for their concerns to be taken seriously by Council officers.

Other reason for contact Council:

<i>Suburban parking complaint</i>
<i>My contact was in regards to the new park and ride and I had suggested another stop on honeysuckle drive which has happened one way at least</i>
<i>Inquire about a car left outside my house for 3 months.</i>
<i>to point out a road construction sign was a danger to motorists</i>
<i>Having reported change of banking details no action was taken and missed a rates payment and was not notified only to find out when I received my rates notice for two quarters, not happy</i>
<i>I was concerned about a very high Gum tree on Council land in the front of my home. I wanted Council to remove it and replace it with a more suitable tree. 3 of these trees have already fallen over.</i>
<i>Advise we received a rate notice for a property we no longer own</i>
<i>Compliance issues</i>
<i>I informed the council about a neighbour washing spilt paint down the gutter.</i>
<i>Rates</i>
<i>Voucher for waste to be taken to dump</i>
<i>Please contact your Council about putting up a memorial plaque & photograph of the old original Wallsend Bowling Club (1908). I was born & raised in Wallsend until 1967 to move to Bathurst.</i>
<i>Stop light rail</i>
<i>Cemetery information on a loved one</i>
<i>Claim damage to vehicle due to council created cutting in road</i>
<i>Apparently I contacted you to update my address details.</i>
<i>Dispute two dogs being declared dangerous</i>
<i>Visitor Information Centre listings request for Australian Travelling Tourists</i>
<i>Report neighbour burning rubbish within city limits</i>
<i>Landcare member liaising with Bush care Officer about care of Northcott Park bushland and park area</i>
<i>Direct Debit Setup</i>
<i>Tree trimming</i>
<i>Make comment on development</i>
<i>I made no contact option</i>
<i>Abandoned vehicle</i>
<i>Request alteration to parking zone outside our school</i>
<i>To ask for information about the Make You Place Grant</i>
<i>Spoke at a Public Voice to Councillors present</i>
<i>Waste disposal vouchers</i>
<i>Update mail address</i>
<i>The light rail route</i>
<i>Lack of footpath on Park Avenue next to the park</i>
<i>Request councillors to visit approved development and realise the environmental / lifestyle destruction at the expense of neighbours.</i>
<i>Complaint V8 roadwork destroyed my house, but no help from your Council, very unprofessional staff and breach people's trust. Very bad organisation right from the top management.</i>
<i>Change details for land rates.</i>
<i>Obtain a bulk waste certificate</i>

Advise council of possible change to my rate concession which was corrected by Centrelink
Request rate notices by emails
Organise car parking
To request that action be taken in response to a petition to have tree planted on our street and to request that the footbridge on Council St Cooks Hill remains in place.
Request Councils pay an invoice
Request additional Accessible Parking signage
Get copy of rates notice
Stockton Beach and adjacent park with TANK TRAPS
Disposal of paints, chemicals, etc.
Receive payment for a seminar
Library for music
Change delivery address
Did not contact council are u all on drugs
Precinct 2 parking zone
Park n ride
I haven't contacted them
Parking meter issue, no receipts printed

Other - did you access the Council website to solve your query prior to contacting customer service?

The information was not of the type available on the website - Specific to a DA
Used website to obtain phone number to call
Yes. I found what I needed to apply for a parking space at King Street car park
Not applicable
Yes, I did access the website
To locate email address
Contact number for use of self-haul voucher for asbestos
I used the website to submit a complaint
To get contact number
I couldn't perform service online
Phoned
I contacted my newly elected ward councillor
Phone call
Yes I did and then wanted to speak to someone.
Requested self-haul waste voucher online via website
Email
Yes
You rang me after booking bulk waste
Yes
I presume I filled out an online form.
I use a consultant
Yes
Animal complaint had to do via phone
I was finding out about a debt recovery letter so website was not applicable
Yes
I did use the website
Yes
I used the on-line form but had no response so contacted council directly
Email
Yes but you have not provided that option
Council needs a DA Tracker
I used the website to register my issue
E mail
I wanted to speak to someone

<i>Request regarding maintenance of garden between divided road</i>
<i>Yes I did access</i>
<i>Snap Send Solve app</i>
<i>Na</i>
<i>Yes</i>
<i>By phone</i>
<i>Request a soil report</i>
<i>Online</i>
<i>Have updated to online billing only</i>
<i>I attempted to obtain a tip voucher online but was contacted by phone anyway</i>
<i>Did not contact customer service. All done through website</i>
<i>Accessed council website</i>
<i>Filled out contact page</i>
<i>I did use website</i>
<i>Can't recall why I contacted council. Must have been some time back. Do you know what it was about?</i>
<i>I accessed the council's website</i>
<i>Phone was easier as I was out and about.</i>
<i>After I accessed the website I contacted the officer to seek clarification on a couple of questions</i>
<i>Public voice applied by website</i>
<i>Website and phone</i>
<i>I never received any "Feedback" about a Food-poisoning that occurred even after naming the Restaurant/Takeaway.</i>
<i>Call</i>
<i>Emailed every councillor</i>
<i>Email</i>
<i>Not able to contact any one</i>
<i>Needed a Ranger immediately</i>
<i>Information is specific to a premise</i>
<i>Issue required a phone call</i>
<i>Phone</i>
<i>Had to make appointment with duty officer</i>
<i>I sent emails</i>
<i>Needed to talk direct to officer</i>
<i>I logged the request on website</i>
<i>Not sent rates notices</i>
<i>Quote etc. Required, must be done by phone</i>
<i>Use to contact</i>
<i>I only used the website</i>
<i>I was not in country for last three months</i>
<i>Needed to submit information personally</i>
<i>I phoned up</i>
<i>Accessed webpage all good</i>
<i>I wrote my request on council website then received a follow up phone call.</i>
<i>Yes, website accessed.</i>
<i>Website instructed to contact via online form</i>
<i>Council brochure</i>
<i>I did</i>
<i>Website worked but needed to clarify some issues</i>
<i>No need to search website as detours/roadworks should be clearly marked</i>
<i>No because I haven't contacted council!!!!</i>
<i>Website referred me to webworm</i>
<i>Yes</i>
<i>I didn't contact customer service</i>

How could Council improve its in-person customer service?

Person who accepted my complaint had no knowledge of the issue but endeavoured to be as helpful as possible. The follow up from the council officer responsible was very poor and the issue remains.

Provide consistent information. Follow up on inquiries. Appoint one person as the contact for applications. Be more flexible. Use full electronic communication for exchanging documents. Inform the applicant of any change or request and never contact the client first.

The service delivered was professional and first class however the delay in the response was crippling to a time sensitive project where time is money. Overall once you get to talk to someone, they are typically knowledgeable and eager to assist. They just take too long to respond. I suspect you need more staff or better IT systems to make it easier for them to do their work. Great staff though. Cheers

I think they are doing a good job, keep it up.

Nowhere to park to pick up paperwork.

Training of staff on basic council information. Council to enforce their own policies and be aligned to council web site information and associated plans and rulings

In person was excellent from that point forward very poor

Listen and care about what they are saying instead of stalling so that questions don't have to be answered

At least be concerned.

At least follow up on the correspondence

Be more responsive and file delivered documents to enable retrieving. I have sent 5 copies of the same document and keep being asked to deliver copies again

Follow up complaints.

The employee was great.

Actually provide a response to a development application and assess and remove the dead gumtree that is on crown land serviced by council before it falls on my brick retaining walls and into my pool. I will pursue a recovery from council due to their inactivity if the tree falls and causes damage to my property. I pay significant rates and they can't remove a dead tree from the reserve to prevent it falling on a residence property. Council need to maintain and service their constituents better... It's not all about the supercars!!

Council could follow up and follow through once a reference number had been given. I am still waiting for follow up information on placing a bin on the Bathers Way near the viewing platform. I started the process in March 2016.

If an issue is raised (e.g. Parking) instead of just saying no to options of parking permit for neighbouring street or council car park sticker, how about looking into it and giving viable options (parking 200m away from the front door is not a viable option, even more so with a 7 month pregnant partner an 18 month old daughter and at times inclement weather). Service satisfaction would improve if council staff put themselves in the customer's shoes before answering with such an infuriating response to a query of help.

Improve the knowledge base of the customer service officer.

More polite helpful people

Newcastle city council needs more than one duty officer to take development applications over the counter and / or provide advice. To have to book a time to lodge a DA & wait 2 to 3 days to lodge a development application is ridiculous. All other councils allow development applications to be lodged with the customer service people who use a DA check list, at any time.

Be able to provide greater clarity on timing of proposals submitted to council. I was told anywhere between a few weeks and 6 or more months before I got an answer on the plans variations I submitted to council

Would like feedback from officer

Council should ring customers back on same day message was left by customer. Not 3 weeks later & after 6 more messages to contact me. 2. Do what you say you are going to do. When you say you are going to repair a footpath then do it. And it would be nice to keep the customer in the loop on how it is progressing.

Responding to queries sooner either by phone or email. Improve knowledge to answer questions

Always lovely customer service but I've received different information every time I've spoken to someone with the biggest issue being told my CC was approved 3 times by 3 different people to finally being told my CC application hadn't even been looked at. Similarly to my DA I only got action once I complained/queried the delay as I was weeks over the eta given when I submitted my DA/CC. It would appear if you don't complain, nothing gets done in the development team.

Close down local councils as we are totally over-governed in Australia.

Contact was ok but follow up took ages

Possibly

Having to make a booking with a duty officer with up to 7 days delay from the time of the booking is not good enough when you are trying to get building works completed on time and on budget

I felt that the service officer had little ability to find out about my situation while I was present although she obviously did follow through and the issue was dealt with eventually. She was more proactive than the 1st one.

When lodging in person excellent> the only problem I experience is with inspectors not ringing back regarding a query on a DA. they have. Lake Macquarie tracking web site is excellent and would be helpful for Newcastle to adopt same

Whilst I was happy with the service at the front desk on this occasion I must say councils quality of service over the last 12 months is overall hopeless at best, I wonder why we are paying for such poor service, in the private sector you would not stay employed, council needs to lift its game or the minister for local government should step in.

Get things right the first time.

Prompt replies. More engagement with rate payers. He sounded bored and disinterested with my problem. No further advice on how to fix it. Couldn't get me off the phone quickly enough.

Have more people on the front desk as if the person is tied up with another customer then everyone has to wait ages to then be directed to the correct person, dept.

Make it clearer what happened to the customer if it is an unusual matter

A bit more personality

Less waiting time

Faster reply times

Some sessions of learning in depth knowledge of expertise might help to improve the efficiency of the service. Though, it was a good experience overall.

Customer service is fine it's the time it takes for approvals that and follow up call backs that lacks the customer needs improving

Speed up the response to application for a resident parking permit

Current process is more than acceptable

How could Council improve its telephone customer service?

Planners being able to return calls and emails within a reasonable time

Did not use it

Staff are friendly on the phone. However follow up service is slow/non-existent.

Answer the phone. Don't redirect your call to another 10 people only to be told you've reached the wrong department. Actually call / email back when they say they're going to.

By employing people that actually care

If there is an appointed staff member for an application such as a DA or CC, consult with that person before offering advice. Have a better understanding of the process.

See earlier comment

Greening Newcastle department can be more helpful, do a site visit with the resident present. Have face to face contact

No opinions

Telephone response was very satisfactory. However the arborist I spoke with has only concern for the tree and not those near the day care centre and my home it may cause harm and myself. Gum trees should never be planted in suburbia, they are a forest tree and as such support each other. He said the tree was healthy, but I reminded him 3 other of these so called healthy trees fell over in the street during a storm in 2015. Foresight is what is needed, not an apology after the event. It's too late then.

By arranging the service that was requested

By empowering their staff to make decisions, educating them that the customer comes first, provide a range of solutions and stop being so obnoxious.

This council makes it very hard to get in contact with the person or department you require and tend to prefer to take messages. No one returns my calls. In one instance, the contact at council kept calling the wrong person (my colleague who doesn't work in this department anymore) and refused to remove her number and replace it with mine as a contact. I had to argue with the person to remove her personal number from their contact register as they kept calling her instead of me. I find the overall phone service to be fairly poor and think the whole system needs a shakeup.

Prefer that you work on that, not for me to say.

Reach an actual person earlier

Ours was a problem with a termite infestation at the base of a council street tree. I think the council tree inspector looked at the wrong tree !? Due to a miscommunication. I got an email telling me I couldn't remove this tree! I am a tree lover and that's the last result I wanted. I want this tree saved from Termites, let alone the risk to houses in the street. I am grateful to the council for planting these trees, and would hate to see a fine specimen die. I have sent in photos and am awaiting a result perhaps a phone call from the tree inspector would help.

<i>Did not use</i>
<i>It wasn't the telephone customer service but the two requests for assistance from maintenance and rubbish collection</i>
<i>I would like my application for a driveway to be approved faster. The area to be developed is 1.5mx4mmick</i>
<i>Taking responsibility and being accountable for council endorsed information.</i>
<i>Just stick to roads rates and rubbish and leave the business world to businesses - Council is not qualified to organise a chook raffle!</i>
<i>After initial call I did not hear back from council at all, I was disappointed as my call was in regard to physical and verbal abuse (by a council employee to my son who was driving a work car. Your employee screamed abuse at him and then physically got off his motorbike and walked to my sons work car stopped at lights and pulled off his p plates. Obviously Newcastle council is cool with that. Thanks for the opportunity for feedback!</i>
<i>Teach them to care about the customer</i>
<i>N/a</i>
<i>Get back to people</i>
<i>Be Courteous of the caller and not be totally dismissive; as it stands no contact was made to myself regarding my submission in having two dogs declared dangerous and they were declared anyway; It seems that council decided not to take into account any of the information i provided; at the very least I should have been contacted directly and not just send out a letter to a person who is very ill declaring her dogs dangerous</i>
<i>Providing the appropriate /required follow up</i>
<i>Have staff with knowledge answer phone enquiries</i>
<i>Sometimes the rep you get on the phone has to check with multiple other people to answer your questions</i>
<i>Switchboard operators do a good job, but then contacting the actual relevant staff member to discuss mowing, dumped rubbish collection is hard, as there is an intended barrier by NCC, and online requests are not satisfied</i>
<i>Provide a voicemail option. State the phone lines operating hours at the beginning of the call, not the end after i've selected certain menu options and wasted my time only to find out phone lines have closed for the day.</i>
<i>By removing the need to call at all. An automated email response of yes we have received your email, and yes it has been accepted would have been more than enough and saved the time wasted by myself and your staff on two separate occasions.</i>
<i>Check internal responses and not assume</i>
<i>I think it's important that if a customer contacts them about an issue, that the council representative believes the customer-especially if the customer has been happy with the service the council has provided in the past. This was the first time I had queried the council about a service that had not been provided, and I was basically not believed. There seemed to be no ability on the part of the person who took my query to go outside the arbitrary parameters they had set, so I felt I was talking to a blank wall.</i>
<i>The Customer Service person I spoke with was excellent; my comments are about the Town Planners. We have had three DA in for over 14 weeks. Previously, they were being approved within 2-4 weeks. This is unacceptable and the planners are not responsive enough. Council need to include a DA Tracker like the Lake Macquarie Council tracker that shows exactly each stage and access to comments from other consultants. This makes it easy to see exactly what we are waiting for.</i>
<i>Publish extension numbers by department to make contact easier</i>
<i>Don't talk in circles</i>
<i>Provide a meaningful solution to a problem. That is, there is legislation regarding nuisance dogs that can be enforced by the council. Fobbing people with concerns off is not helpful and does not resolve the issue.</i>
<i>The telephone conversation was fine I ask for paving to be replace which was torn up days after being fixed by the council when my neighbour had gas connected to a new build. Hard to believe the lack of communication for this to happen. To this date the paving is still unsightly.</i>
<i>Council's telephone service was fine. It's the content and follow up of council and the people supposed to represent us that is woeful. I got not an ounce of satisfaction, in fact I'm still waiting to hear from council member Declan....? I got an email from him which I could not open. Requested he send in another format. Which he said he would do. Still waiting. This is what I pay my exorbitant land rates for. Thanks but the ONLY good thing is the telephone contact the follow up was a complete waste of my time.</i>
<i>Good customer service, I was happy with phone contact</i>
<i>Quicker response</i>
<i>Follow up and do something about the problem then let me know what is happening.</i>
<i>Return phone calls when msg left</i>
<i>They actually answer the phone however they do not action enquiries.</i>

I have not used the telephone in the last 3 months because because there was no follow up so have resorted to emails where there is a record of enquiries and a record of dates.

My problem is specific. The front office is great. I talked to Michael about a residential construction. He was vague, refused to give his full name after I gave mine and gave no useful information that I needed about a proposed building even though it was on file. He had no further contacts and did not seem to care or was too stupid to know. He did sound very slow. Pathetic

N/A

Customer service was good however speed of retrieving information was poor

Open longer hours Better explanation of what will happen

Customer service personnel are great but trying to get a response from the relevant town planner who is looking after the development application / approval is very hard. At times we have waited 2 to 3 weeks for a response from town planners in relation to current Development Applications.

It's very efficient

By actioning the request in real time.

Good service but lack of knowledge of who was responsible to rectify issues.

By explaining things more thoroughly. I thought I had booked a tip voucher online, to be sent out and the phone contact I made to book a kerbside pickup confirmed this, but I received another call asking if I still wanted the tip voucher. By then it was too late. I was moving house and the slow process meant I'd have to go into to pick up the voucher in person. Which I didn't have time to do, due to working 7:30am to 6pm. A better online booking system is required. Tip vouchers should be emailed and able to print at home.

Please reply with feedback on compliance order

Some feedback after lodging a complaint would be nice.

Product knowledge to answer questions

Pass on requests quicker to the appropriate department

My 2 inquiries were extremely difficult to answer the first time although 1 of them was explained the first time but I have no way of knowing what happened as a result of the complaint.

Better quicker service from the development team. I shouldn't need to complain to have my application looked at and approved. Customer service needs to give correct information. I was told over the phone and in person that my CC was approved when it wasn't. All personnel looked at my file and confirm that I was ready to start building works. I had to delay the builders once I realised councils mistake which cost me a lot of time and money.

At least 24 hour response

As above

Answer the phone when sent to extensions or if not attended has the call divert to another person in that section. Leaving messages that are not followed up on is very frustrating to you customers.

You organisation is not willing to do anything in helping, only interested to increase council rate for residences.
Problem with top management and

Copy of rates online

The actual telephone service was great- no improvement required. I was quickly transferred to the appropriate person to lodge my concern. The staff member was extremely helpful and caring. The issue has not been resolved as it involves a dog attack, and I have not been contacted to advise if the offending dogs have been found

Did not ring

Council officer could call back when more information is required

Its fine

I felt fobbed off.

N/a

It is not the telephone or face to face person that is unhelpful, it's that the rules guidelines that they have to follow have not been thought through properly.

Sound more engaged and actually helpful

We have been waiting for SEVERAL YEARS for new kerbing and guttering. Myself and my neighbours have made many phone calls to council about this. My last contact was with John Davidson who promised that this task would be done within 2 years. That 2 years is surely up by now.

Perhaps garnering more compassion for the residents would be a good start.

Getting in contact with the correct area the first time

I complained about my neighbour throwing his dog poo into the creek each week. An environmental officer inspected. He still throws his dog poo in the creek each week prior to mowing his lawn. So issue not resolved. I don't know how to resolve this issue. I don't think you know how to resolve this issue either - short of fining him. I don't have time to video him doing it. I'm just letting you know he does. Your telephone service was good.

Make people accountable for returning calls

When complaining about a neighbours pet not make it so complicated the service 10years ago was much more convenient

The customer should be acknowledged as someone who has the right to enquire over the telephone for information even if it supposed to be on the website. When asking a question being told to look up the website is annoying when that person has already looked it up and cannot find what they want or does not understand what to do.

To be able to talk to people that doesn't keep fobbing you off.

Stop sending me from one person to another

Less automated prompts

My initial contact with council via telephone was great. Very professional and helpful customer service. I was given a reference number for my issue. My initial contact was approximately 2-3 months ago. The problem still remains and I have not received any follow up from Council to the progress on resolving the problem.

Unsure

They did really good already.

They could actually answer the phone instead of computer generated prompts

Don't tell people to go online and try decipher council legal talk... Have people who know all aspects of western corridor, fees to be charged and actually want to help you with ur development application/ideas.

Get the problem fixed and have a better system put in place.

No need compared to Telstra its excellent

The lady I spoke to was very helpful and organized everything quickly. I had no problems at all. Thanks

The staff in the contact centre and the staff at waste management are great to talk to on the phone, they listen and are always pleasant. However it would be great not to have to keep calling them about the same issue. There is a problem with waste services that needs attention.

There was not a first call resolution but this was a result of the enquiry not the handing of the calls. All agents were helpful and pleasant

Your answering machine message is way too loud. My issue is still not resolved.

It's OK, it's all the paperwork that's an issue and sometimes difficulties providing the exact details to prove your request.

By returning my phone calls

By following through with the information that's given/action that's promised over the phone.

Omg you are asking me ?????

Be nicer. Know more information.

Other - In the past three months, which type of online method did you use to contact Council?

Web page only

Phone, I used the internet for initial information.

Snap send solve

Telephone

Snap send solve app

To download the construction certificate

Looking for bread tag recycling advise

Personally at reception.

It's too long ago to remember, the gentleman I spoke with was and seemed helpful. But I never had any feedback.

Emailed every councillor but only one bothered to reply.

Email

And Facebook messenger

My.gov.au

Phone

Snap send solve

How could Council improve its online: email/web form customer service?

Follow up to advise what is happening with enquiry. Keep customers informed

Actually respond to emails

Processing speed and follow up. I shouldn't have to call to check on application status, and keep sending emails to get information in writing. Departments seem to have very poor communication with each other, which is inhibiting the processing of applications in a timely manner.

Perhaps they could answer emails, especially concerning an unregistered boat trailer that has been parked out the front of my house for the last 6 months. No contact or reply whatsoever from council

Actually acknowledge when someone raises an issue through it!

See earlier comment

The council could actually respond to the email they received.

Actually answer it or act on it would be great

An overhaul of the website is needed. It's poorly formatted, poorly labeled and truly not a good reflection of council. The internet has been around a long time now. Time for Newcastle council website to provide a more user friendly website.

Respond professionally to enquires

I think the format needs improving so that it appears more user friendly and has a more modern layout. The current text box size and appearance can make it hard to set out an email when it is a business sending through a request.

I never heard back anything about my complaint

Actually help with a noise complaint/ security issue rather than say that It's a police issue. Didn't take my complaint seriously.

Simply reply to our submission, referring to the person we were told to contact.

How about collecting the green waste instead of spending all the money on a car race? The website is quite good, but is useless without a follow up service. I am still waiting for green waste collection from 6 days ago after filling in two online forms. This happens to us very regularly.

By picking up kerbside rubbish when organised instead of driving past

Read the email

It's good.

Getting back to me would be great, thanks. No response at all other than automated response saying my query had been received

Following up on the query would be a start. Also assigning a person and having direct contact details so you know who you're talking to and deal with the one person. And most importantly - follow up on the actions you say you're going to do!!!!!!!!!

To help me to provide feedback from the Council's staff after putting in an enquiry about the old & original Wallsend Bowling Club that was founded in 1908 until it was burned down by these heartless & gutless vandals who have no respects for their unnecessary actions. I do believe that your website should need to be updated & upgraded to provide me more accurate information of the Newcastle's historical buildings in the region.

Answer more promptly. I was enquiring about children's parks and play equipment in the Elmore Vale Area.

A return email after an email asking for clarification would be great

Reply to complaints like you said you would

Respond to queries in a timely manner

I still haven't received a response, the only reason I know they got my email is there's a council sign out the front of my house. Then last week I got a call from a council worker to say they were starting work. They didn't start, then they called to say they'd start the following week but still nothing.

The form was good it was the service that was slow in relation to Bulk waste pickup. In relation to reporting of pot holes in Road I have had no feedback at all

Avoid bureaucratic bland responses designed to hide more senior staff directly responsible for decisions.

Receive a reply other than automatic reply on receipt of email

I received a form email return that said I would be informed when the public hearing would happen so I could have my say. No contact was made.

N/a

Feedback other than a computer thanks and then never hears anything again.

Forward information requests to other desks when staff are absent for extended periods

RESPOND!!!! I have contacted council on several matters to which there was no repose and these were not repeat enquiries or complaints. It seems like emails go into a black hole. Very poor for a major city.

I used it because you didn't answer the phone. So far have emailed 3 complaints/requests and only received one response saying you would pass it on. I have heard nothing back. Perhaps you could pay more attention to follow up.

It was satisfactory.

A response would be a great start

Thank you for taking the time to contact us. Your correspondence has been received by Newcastle City Council and will be distributed to the appropriate Team/Department. I never got a reply or any one contacted me?

Response time (if a response) slow

Ok perhaps more likely needs be addressed

Traffic issues in my street requested survey of traffic still awaiting results numerous vehicles impacting on my parking from boarding houses in the street impacting on my council services council doing nothing I am a rated payer and deserve respect

Worked just fine.

A follow up to my concern would have been appreciated. I received an instant email detailing what info I had sent via an online form but received zero communication after that

Why are your emails not automated? If I submit a query via email I should receive an acknowledgement that it has been received. You would be well served to read the following article:
<https://www.atlassian.com/blog/statuspage/customer-service-email>

Follow-up in a timely manner with the person who completed the form. After about 2 weeks of not being contacted I rang & spoke directly to a staff member & my issue was resolved that week.

They need to check that the email they have sent actually reaches the person it was sent to. If the person who was supposed to get the email says they did not receive it and it was not put in the spam folder either, the customer should be believed. There should be some flexibility on the part of the customer service, that they sometimes get it wrong and not just automatically discount what the customer had told them.

Actually respond.?! I have made contact twice with no response.

Maybe reply to people who email

It was useful and appropriate

Get a DA Tracker which will save Customer service and planners times, not to mention your clients who are lodging the das

They rang me when they didn't understand something, and they were very condescending. Need to work on their customer service skills.

Actually deliver to the named recipient/department

Respond to queries.

Reply

Actually do something to resolve the problem and communicate the resolution.

Newy council refuses to educate anyone about how to use these confusing bike pictures on roads.

Why?
<https://hubug.wordpress.com/bike-pictures-on-roads-confusion/> They look like government approved bike lanes. But they are not! Even The Uni active travel pages agree : newcastle.edu.au/activetravel

I requested a waste tip voucher, did not receive voucher or response

Reply to emails . I resent my email approx 3 times over 4 weeks

I'm not so much concerned with the improvement of the email as a form of communication, although on a letter I received it had an incorrect email address. I rang Council to back you aware of the error. My concern with Council and my frustration is the lack of maintenance as requested in my email. It shows a disregard of responsibility and lack of insight and initiative. I am totally dissatisfied by the lack of foresight and understanding by Council in relation to my issue...

Again actually provide a response to an enquiry.

Questions relating to Supercars have all been a standard cut and paste and so far have not answered my question. I am waiting for a reply to my request from Monday 13 th Nov.

For a staff member to actually come and see what the complaint was about

Quicker retrieval of information

More follow up not clear where the online form is on the website

All council staff should respond to telephone calls / messages and emails within 24 hours from time of receiving the phone call or email.

Waste voucher delivery slow. Why not email it.

By responding to requests

<p>By making a tip voucher request instant</p>
<p>Clear direct tab options to contact such as a Call tab and email tab that will take you straight to that option.</p>
<p>This feedback was in relation to the overall process of contact. The initial contact made through an agency network (Amber Stewart) was excellent. But after being directed to the right avenue the service was very poor.</p>
<p>I requested long grass that hinders traffic be cut and it still has not over a month later. It is a hazard as cyclists now need to move out into the next lane to pass Beresfield Spares.</p>
<p>Take some action when requested rather than fob me off to some Supercar TURKEY</p>
<p>As someone who lives outside the Newcastle council area, it is not possible to make an enquiry without using a different address</p>
<p>Stop putting off people's complaints by passing the buck through all the different channels Council has.</p>
<p>Better feedback of how complaint will handled by council</p>
<p>We need to know what to do with all items that constantly come into our homes eg. Bread tags, elastic bands. Also we need to recycle vegetable waste when our backyards are too small for gardens & compost bins. Thanks</p>
<p>Make4 your web site more clearer with simpler options</p>
<p>I am a user of a computer, but not qualified to advise anyone for improvement.</p>
<p>Make it easier to access information about waste services. I always seem to just stumble upon what I am looking for rather than find it easily</p>
<p>Just follow-up with some Feedback. I spoke on the phone at least twice. I am not 100% sure after so long, if I even used an email, But I imagine that I would have as that is what I normally do.</p>
<p>Did not hear back regarding the result of the DA I wrote about. Not sure if this is standard policy?</p>
<p>Reply to me</p>
<p>Follow up in a timely manner without have to escalate the complaint</p>
<p>The online form is good, the answer wasn't what I wanted. But that is life!</p>
<p>Councillors need to consider residents before dollars from rezoning & approving destruction of living environment.</p>
<p>I was supposed to be contacted within 3-5 days and here it is the 5th day and no contact.</p>
<p>I don't know</p>
<p>Actually return calls/ respond to emails. I have been told on three occasions now I will receive a call from a council officer over an email request sent through on the 14/10, I have called three times and sent two emails....still nothing. The lack of response and fulfilment of the promises that I would get a response is appalling.</p>
<p>A reply to their emails would be a start</p>
<p>I have not received a response at all. My email was sent on 29 October 2017 and today is 17 November 2017 and there is no response. Furthermore this was in relation to a matter I had raised on 17 November 2017 and had not received a final response for. I always find the level of communication from NCC to be extremely poor when compared to Lake Macquarie City Council, Ausgrid or the RMS who ALWAYS follow up with their correspondence in a timely manner.</p>
<p>Speed up please</p>
<p>Following a request regarding the removal of the tree on footpath, while action has occurred poor feedback and information has resulted. Currently the footpath has been dug up and part of the road for 3 weeks, The provision of some feedback on what action is to be taken would be appreciated,</p>
<p>On line email was good , but action very poor</p>
<p>Answer and redirect when appropriate</p>
<p>Acknowledge enquiries with an answer</p>
<p>Return emails faster at least say that you have received the request</p>
<p>Respond with details regarding requests.</p>
<p>A reply within 3-4 days would be acceptable</p>
<p>Be transparent and give us online portals to review update and see what is happening it is 2017 catch up</p>
<p>Be transparent. Know your job. Be respectful of your constituents. Be responsible and represent your constituents.</p>
<p>Haven't had any personal contact at all, just generic response % now requested to complete a survey!</p>
<p>More online information like a dedicated DA tracker similar to PSC or LMCC is NEEDED! Updates are frustratingly hard to get.</p>

On line service is very good, there seems to be little or no action taken. Consistently lodging complaints about people parking on foot path and parents not using designated pick up zone at St Johns school in Lambton, De Vitre St, yet problems keep occurring. Have seen parking officer's police issue twice a long time ago, but nothing seems to have been done recently. Same people are continually doing the illegal parking. I am sure they have been warned or are aware of the issues.

By answering questions like: What did the mayor think of the vandalism (that she was a part of when the car-driver did the supercars burnout on the forecourt of Custom House?

Be able to tell what customers can do to resolve the issue

I logged a hole outside our commercial rental premises on council property which needed repair. I received an email to recognise my transaction, and informed I would hear back within maybe 30 days, can't remember, only remember that it seemed pretty exorbitant. Didn't hear back after that as when work was taking place. The job has not been completed. Still no contact

Prompt replies and show some interest in resolving the problem

If possible, provide a response about the outcome of the reported issue?

You CANNOT change a leopard's spots, council by and large are reasonably help, many flick pass issues to another person who has to translate a file issue and therefore stagnation occurs. Mind you they do try, and that's a plus

Responding promptly to emails i.e. Not 4 weeks later

Don't know

Concern with the service was once I reported illegal dumping and requested it to be removed I never received a follow up to say what was happening. I rang when the rubbish continued to grow so I could get an answer. Won't use online again as prefer to have an acknowledgment.

The customer (me) should contact the library people again, it has been some time since I used the website

Faster would be good

Make things easier to find

Answer the question I asked and not just send me an online survey to see how well you did, when you actually did nothing at all.

A reply would be good

I have already given feedback via the email below. Why was this not passed on? This was my second complaint. It appears that something simple could be turned into something convoluted with staff time wasted on emails containing meaningless terms and foisting upon drivers who are simply trying to get to their destinations hopelessly inadequate, inappropriate and time consuming methods of searching for correct detours before every trip they make through the CBD. See content of email below:

The website is not easy to navigate for us older citizens. Putting a key word in search does not always work. It is sometimes difficult to determine under which heading a subject would be found. Less public service speak would be a good idea.

Faster return times

Online chat would be handy

Don't know

An email is an email therefore no feedback is necessary

By Replying with a positive answer would help

Its pretty good overall

How could Council improve its posted mail customer service?

More efficient

Answering emails

Again deliver to the named officer and ensure proper filing procedures are followed to permit recall. I have delivered 5 copies of the same document to council as requested

Quicker response - greater engagement seems as though opinions ignored largely - consultation processes seem to be done just to "tick a box" and decisions pre-ordained. Public appear to have shown concern over development and the like but seems largely ignored.

Follow up complaints and respond with the resolution.

It really depends on Australia Post Service and how quickly they get the Council information to me

Please feel free to comment on the customer service you experienced below:

No response to snap send solves.

It's very hard to feel satisfied when it takes so incredibly long get a da approved. The most annoying thing is that after I objected to a nearby da the LEC approved it and the building is now up. A private certifier has approved windows much larger than those in the da and it affects my privacy. It was the main point of my objection.

The wait to see an agent was 40 minutes. Your sign says to allow 20 minutes. It is impossible also when you have paid for metered parking and are scared of getting a fine. I paid for 45 minutes thinking it would be plenty and I got back after my ticket had expired. Your agents did not acknowledge me and didn't seem to be concerned about the wait at all.

na

Friendly.

Did not get a response

I didn't contact council

cannot recall contacting council

5 Appendix II - Survey

Customer Service Survey

You are receiving this survey as you have recently contacted Council. We would like to hear about your customer service experience over the past 3 months.

This survey should take you approximately 5 minutes to complete.

What have been your main reasons for contacting Council in the last 3 months?

Please select all that apply

- Give comment during the period of public exhibition
- Give complimentary feedback
- I was contacted by a Council officer
- Lodge an application (i.e. development, parking, aged concessions)
- Make a complaint
- Obtain information
- Pay an account
- Providing information requested by a Council officer
- Register a cat or dog
- Request a service or maintenance
- Seek assistance or advice
- To get information about or respond to a development application
- To receive information regarding a Council service eg. Newcastle Museum, Art Gallery, Library.
- Don't know / Not sure
- Other, please specify _____

Did you access the Council website to solve your query prior to contacting customer service?

Please select one response only

- I did not access the Council website
- Could not find what I was looking for
- Information was not clear or did not provide enough detail
- I prefer to use other methods
- Other _____

Overall how satisfied are you with the standard of customer service you have received from Council in the last 3 months?

Select one response only

Very dissatisfied	Dissatisfied	Neither	Satisfied	Very satisfied	Don't know / Can't say
<input type="radio"/>					

Which methods have you used to contact Council?

Please select all that apply

- In-person at Council offices
- Telephone
- Email
- Mail
- Don't know / not sure
- Other (please specify) _____

5.1 In person

Thinking about the last in-person contact you had with Council, how would you rate the overall customer service you received?

Please select one response only

Very poor	Poor	Average	Good	Excellent	Don't know / Can't say
<input type="radio"/>					

How would you rate your last in-person contact with Council in the following areas?

Please select one response only for each area

	Very poor	Poor	Average	Good	Excellent	Don't know / Can't say
Degree of helpfulness	<input type="radio"/>					
Professionalism	<input type="radio"/>					
Speed of service	<input type="radio"/>					
Staff knowledge	<input type="radio"/>					
Follow-up	<input type="radio"/>					
Overall ease of contact	<input type="radio"/>					

<only asked to those that answer Very poor, Poor and Average>

How could Council improve its in-person customer service?

5.2 Telephone

Thinking about the last telephone contact you had with Council, how would you rate the overall customer service you received?

Please select one response only

Very poor	Poor	Average	Good	Excellent	Don't know / Can't say
<input type="radio"/>					

How would you rate your last telephone contact with Council in the following areas?

Please select one response only for each area

	Very poor	Poor	Average	Good	Excellent	Don't know / Can't say
Degree of helpfulness	<input type="radio"/>					
Professionalism	<input type="radio"/>					
Speed of service	<input type="radio"/>					
Staff knowledge	<input type="radio"/>					
Follow-up	<input type="radio"/>					
Overall ease of contact	<input type="radio"/>					

Thinking about the last time you contacted Council via the telephone, was your enquiry or issue resolved on your first call?

Please select one response only

- Yes
- No
- Don't know / Not sure

<only asked to those that respond NO>

How many return calls did you need to make to Council to have your query resolved?

Please select one only

- 1 call
- 2-3 calls
- 4-5 calls
- 6 calls or more
- Don't know / Not sure

<only asked to those that answer Very poor, Poor and Average>

How could Council improve its telephone customer service?

5.3 Email

Was the last email you sent to Council to ...

- mail@ncc.nsw.gov.au
- A specific Council staff member's email address
- Don't know / Not sure
- Other (please specify) _____

Thinking about the last email correspondence you had with Council, how would you rate the overall customer service you received?

Please select one response only

Very poor	Poor	Average	Good	Excellent	Don't know / Can't say
<input type="radio"/>					

How would you rate your last email correspondence with Council in the following areas?

Please select one response only for each area

	Very poor	Poor	Average	Good	Excellent	Don't know / Can't say	Not applicable
Degree of helpfulness	<input type="radio"/>	<input type="radio"/>					
Professionalism	<input type="radio"/>	<input type="radio"/>					
Speed of service	<input type="radio"/>	<input type="radio"/>					
Staff knowledge	<input type="radio"/>	<input type="radio"/>					
Follow-up	<input type="radio"/>	<input type="radio"/>					
Overall ease of contact	<input type="radio"/>	<input type="radio"/>					

<only asked to those that answer Very poor, Poor and Average>

How could Council improve its email based customer service?

5.4 Posted mail

Thinking about the last posted mail correspondence with Council, how would you rate the overall customer service you received?

Please select one response only

Very poor	Poor	Average	Good	Excellent	Don't know / Can't say
<input type="radio"/>					

How would you rate your last posted mail correspondence with Council in the following areas?

Please select one response only for each area

	Very poor	Poor	Average	Good	Excellent	Don't know / Can't say
Degree of helpfulness	<input type="radio"/>					
Professionalism ism	<input type="radio"/>					
Speed of service	<input type="radio"/>					
Staff knowledge	<input type="radio"/>					
Follow-up	<input type="radio"/>					
Overall ease of contact	<input type="radio"/>					

How could Council improve its posted mail based customer service?

5.5 About you

Q. Which Local Government Area do you live in?

- Newcastle
- Port Stephens
- Lake Macquarie
- Cessnock
- Maitland
- Other _____

Q. Do you own property in Newcastle LGA?

- Yes
- No

Q. Which suburb do you live in? _____

Q. Are you...

Please select one response only

- Male
- Female
- Transgender/Intersex/Other
- Prefer not to say

Q. Please indicate your age group:

Please select one response only

- Under 18
- 18-24
- 25-39
- 40-54
- 55-69
- 70+
- Prefer not to say

Thank you for completing the 2017 Customer Service Survey.