

Bass Coast Shire Council is committed to providing quality services to meet the needs and expectations of our community. The standards in our Customer Service Charter apply to all Council services and outline the response that can be expected by our community and visitors to our Shire.

1. Opening hours for Bass Coast Civic Centre and Customer Service Centres, with the exception of public holidays, are as follows:

Bass Coast Civic Centre, 76 McBride Avenue, Wonthaggi  
8.30am to 5.00pm Monday to Friday.

Cowes Customer Service Centre, 91-97 Thompson Avenue  
9.00am to 5.00pm Monday to Friday.

Grantville Transaction Centre, 1504-1510 Bass Highway  
8.30am to 1.00pm and 1.30pm to 4.30pm Monday to Friday.

Inverloch Community Hub, 16 A'Beckett Street  
9.00am to 5.00pm Monday to Friday.

2. Council staff can be contacted by:

- Telephone 1300 BCOAST (226 278) or (03) 5671 2211 or via the National Relay Service (for people with speech or hearing difficulties) on 13 36 77
- Mail PO Box 118, Wonthaggi 3995
- Fax (03) 5671 2222
- Ausdoc DX 34903 Wonthaggi
- E-mail [basscoast@basscoast.vic.gov.au](mailto:basscoast@basscoast.vic.gov.au)
- Internet [www.basscoast.vic.gov.au](http://www.basscoast.vic.gov.au)
- in person at the Civic Centre or any Customer Service Centre

Members of the community are able to call to make an appointment to meet with specific members of staff.

3. All telephone calls will be answered promptly. Callers will be greeted by Council staff clearly identifying themselves and their service area. Telephone messages will be returned within 48 hours.

4. An after-hours telephone service will operate via the usual Council telephone numbers. All urgent matters will be referred to a Council officer immediately. Non urgent matters will be referred to a Council officer on the following business day.
5. When visiting any of our Centres, members of the community will be attended to promptly. Queues will be closely monitored during peak times. Appointment times will be kept.
6. Customer Service staff will deal with all initial requests relating to Council services. Customer Service staff will refer request to appropriate Council officers where more technical or specialist service is required.
7. Where a request cannot be resolved immediately, it will be recorded in our electronic Customer Request System and referred to the appropriate officer. An initial response to the request will be provided within ten working days.
8. All correspondence will be acknowledged within ten working days.
9. Accurate details of request and location will ensure a prompt and efficient response. We will request name and contact details to assist in further investigation and keep customer informed of request progress.
10. If our service standard is not met, the customer is entitled to an explanation and assistance from the relevant Department Manager who will review the matter. Further information on our Complaint Handling Policy is on our website <https://www.basscoast.vic.gov.au/complaintspolicy> or is available to be sent to an individual upon request.