

Our Customer Charter

Our Customer Charter is our commitment to you and what you can expect when interacting with Mornington Peninsula Shire.

We make it easy

We aim to make the complex simple. Whether you're reaching out for information or a service, we've got a range of easy ways for you to connect with us.



We serve consistently

We listen and are committed to understanding what you need. No matter who you speak to or how you contact us we strive to be helpful, reliable, and friendly.



We respond proactively

We respect your time and seek to get things right the first time. If it takes a bit longer, we'll keep you informed and make sure you know what to expect along the way.



MORNINGTON
PENINSULA
Shire

Our Service Standards

- We strive to answer 80% of your calls within 60 seconds. If our Customer Support team are unable to take your call, you will be provided with an option to receive a call back within one business day.
- We strive to resolve your enquiry the first time you contact us. Where this is not possible, we will contact you with a response using your preferred contact method.
- We will provide an initial response to your enquiry within three business days and a follow up response within 10 business days, unless we advise otherwise.
- You will receive a reference number to enable easy tracking or follow-up of your enquiry.
- We will actively seek your feedback about our services.
- We do not respond to all Facebook comments.

Let us know what you think of our service

The Shire is committed to good decision-making to ensure fair and reasonable outcomes for our community.

Should you wish to provide a compliment, give feedback, or make a complaint, please scan the QR Code below.

What we ask of you

We are committed to providing a welcoming and safe environment for all staff and visitors. We ask you to be kind and respectful so we can deliver a high-quality, consistent service for all. Where an interaction causes concern or is considered unacceptable, we will seek to resolve any concerns respectfully and in line with our Shire values and policies.

