

How to contact us

Phone us on 04-570 6666

One number is all you need. The Customer Call Centre is staffed during business hours.

If you call outside of business hours, just leave a message and we will automatically call you first thing on the next business day.

Visit us at any Council office

The Customer Service Centre in the main administration building is staffed during business hours. A Customer Services Officer will be there to help you.

E-mail us

At: contact@huttcity.govt.nz or visit our website: www.huttcity.govt.nz.

You will find information to all our services that may help you in clarifying your concerns. If you wish to make a complaint you can do this on-line by completing a Fix-a-Gram.

Write to us

Hutt City Council, Private Bag 31912, Lower Hutt, or drop your letter into the main administration building or any Council office. Or fax us on 04-569 4290.

Fix-a-Gram

Fix-a-grams are available at any Council office or online. Fix-a-Grams are also delivered once a year to every household in the city.

If you need more information or would like to give some comments or feedback on our service, these can be directed to the Manager Customer Relations on 04-570 6759.

Your nearest council office is:

Main Admin Building, 30 Laings Road, Lower Hutt

Eastbourne Library and Service Centre
Rimu Street, Eastbourne

Naenae Library and Service Centre
Hillary Court, Naenae

Petone Library and Service Centre
Britannia Street, Petone

Stokes Valley Library and Service Centre
Scott Court, Stokes Valley

Wainuiomata Library and Service Centre
Queen Street, Wainuiomata

For all council services

Telephone 04-570 6666
Fax 04-569 4290
Email contact@huttcity.govt.nz
Website www.huttcity.govt.nz

For after hours services (Emergencies only)

Telephone 04-567 2003

Sorting it out

Your guide to Hutt City's complaints process



What is excellent service?

Our commitments to you includes

- ◆ Being easy to contact
- ◆ Take follow up action
- ◆ Be knowledgeable and accurate
- ◆ Do what we say we will do
- ◆ Complete in the agreed time
- ◆ Keep customers informed
- ◆ Do it right first time
- ◆ Keep promises
- ◆ Take ownership
- ◆ Be responsive
- ◆ Act promptly
- ◆ Be interested, fair, professional and friendly
- ◆ Go the extra mile
- ◆ Be frank, honest
- ◆ Seek to understand our customers' needs

We take
pride in
helping you

Excellent service

As part of our commitment to providing excellent service we want to offer you a service we can take pride in.

When you don't get excellent service

We acknowledge that at times, you might not be satisfied with the service you receive.

We want to know when this happens.

The complaints process

- ◆ All complaints are recorded, tracked and audited in our computer system. Each complaint is forwarded to an officer to action. You will receive an acknowledgement and be advised what action, if any, will be taken.
- ◆ If you are not satisfied, a Senior Manager will review your complaint.
- ◆ If your complaint remains unresolved, you can request your complaint to be considered by the Complaints Review Team who will sort the problem out.

What you need to do

- ◆ Contact us. We are here to help and are ready to listen. We have made it easy for you to contact us by providing different ways to get in touch.

What we will do

- ◆ We will record your complaint and forward it to an officer who will deal with it.
- ◆ We will acknowledge your complaint within ten working days.
- ◆ We will take action to complete the complaint.

What if you are not satisfied with the action?

- ◆ Contact us and let us know.

What we will do

- ◆ We will review your complaint.
- ◆ We will advise you of any further action, if any that will be taken.

What if you are still not satisfied with the reviewed action?

- ◆ Contact us again.

What we will do

- ◆ We will escalate your complaint to the Complaints Review Team.
- ◆ We will advise you of their decision.