



# Customer Service Charter

This Customer Service Charter outlines our commitment to you and the standards you can expect and your options if we don't meet those standards.

Our Customer Service Charter will be guided by:

## Our values



### Our Customers

Our customers are the centre of everything we do; we get things done with speed, conviction and agility.

### Our People

We value teamwork and interdependence; we value each other and seek benefit from diverse people and perspectives.

### Our Reputation

Our reputation is our most valuable asset; we act honestly and consistently in our behaviours, actions and decisions.

## Our standards

Personal Information provided by a customer to Council is protected in accordance with the requirements of the *Information Privacy Act 2009* and the *Right to Information Act 2009*

### We aim to:

Answer your telephone calls	➤ Within 4 rings
Return your telephone voicemail message	➤ Within 24 hours
Acknowledge service requests	➤ Within 3 business days
Acknowledge & respond to written correspondence	➤ Within 10 business days
Action/Resolve service requests	➤ Within 10 business days
Acknowledge complaints	➤ Within 3 business days
Investigate complaints	➤ Within 30 business days
Keep you updated	➤ When matter cannot be resolved within above timeframes
Advise outcome of a Council resolution/decision	➤ Within 5 business days of Council meeting
Provide excellent customer service	➤ To all customers in a professional and polite manner
Refer customers on social media to service request process or customer service charter	➤ Within 24 hours on business days
Respond to emergencies	➤ After-hours service available via Council's phone number ➤ For genuine emergencies officers will respond as a call out
Continuously improve our services	➤ Through customer feedback

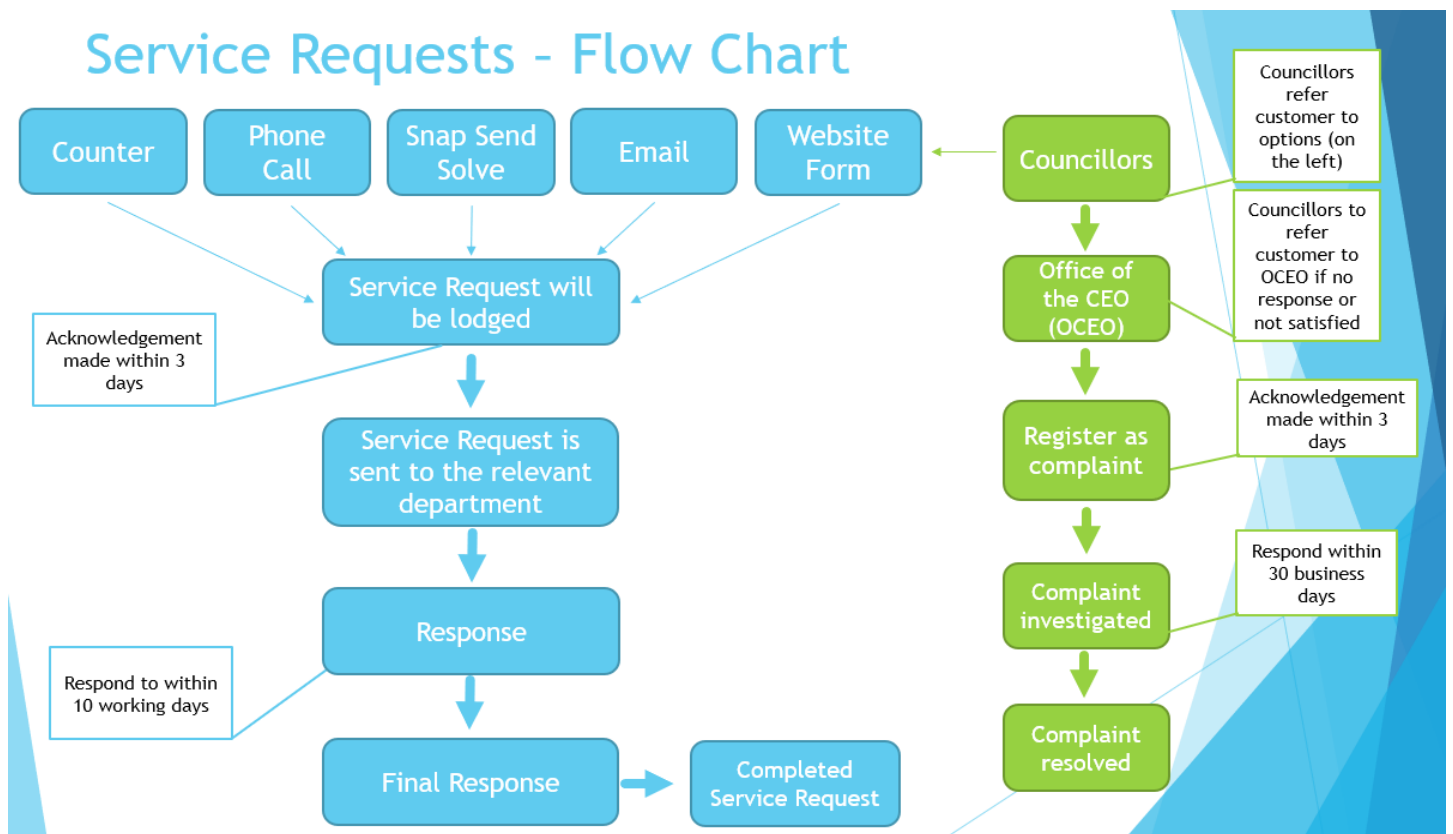


# Customer Service Charter

*If Council cannot provide the service you require, we will endeavour to refer you to an appropriate service provider.*

<p><b>To allow us to help, we expect that you will:</b></p> <ul style="list-style-type: none"> <li>Provide us with all the information that we need to assist you</li> <li>Communicate with us respectfully</li> <li>Contact us if you believe we have made an error</li> <li>Provide reference numbers where applicable</li> <li>Provide feedback on our services</li> </ul> <p style="text-align: center;">(i)</p>	<p><b>What if you are not happy with our responses?</b></p> <p>We recognise that there are times when you will disagree with our actions or decisions. Therefore we have a complaints management policy in place.</p> <p>You can lodge a complaint:</p> <ul style="list-style-type: none"> <li>On our Website; or</li> <li>By submitting it in writing to Council</li> </ul> <p style="text-align: center;">(frowning face)</p>	<p><b>Whenever you contact us we will:</b></p> <ul style="list-style-type: none"> <li>Identify ourselves</li> <li>Greet and listen to you with respect, courtesy and understanding</li> <li>Respond to your enquiry in a professional and timely manner</li> <li>Endeavour to resolve your enquiry at the first point of contact</li> <li>Set clear expectations of the next steps and deliver on those commitments</li> </ul> <p style="text-align: center;">(smiling face)</p>
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## Service Requests - Flow Chart



**Contact Council:**

- 112-118 Victoria Street, ST GEORGE QLD 4487
- 07 4620 8888
- Balonne Shire Council
- council@balonne.qld.gov.au
- Snap Send Solve (Download the free app)
- BalonneSC
- PO Box 201, ST GEORGE QLD 4487
- www.balonne.qld.gov.au