Fraser Coast REGIONAL COUNCIL

CUSTOMER SERVICE CHARTER

Our Vision

The Fraser Coast Regional Council is committed to the provision of timely, efficient, consistent and quality services provided by polite and helpful officers that meet our customers' expectations.

To help ensure the achievement of this the Council has developed this Customer Service Charter by which all of our customers will be able to assess our performance against our documented standards.

The principles that guide our actions and decisions when dealing with the community, customers and stakeholders are: *honesty, accountability, teamwork, respect and communication.*

Our Service Promise

To demonstrate a smart customer focused organisation, committed to providing service excellence to our community.

"We will project a positive attitude, focus on solutions and provide a committed approach."

You can help us to assist you by providing accurate and complete information, quoting reference numbers, telephoning us in advance to make appointments for complex enquiries and treating us with courtesy and respect.

Raising our service standards

Council's customer service promise is based on our commitment to delivering the highest quality and level of service as outlined in this charter.

We will use your feedback to drive business improvements and treat any complaints in an open and accountable manner, to improve our service delivery.

You can lodge a compliment, a complaint or comment by:

- Our website www.frasercoast.qld.gov.au
- Feedback forms located within our Offices;
- Submitting it in writing to Council; or
- Discussing your concerns with the person you have dealt with.

If after doing this, you are still not satisfied with our service:

- Ask to be referred to the immediate supervisor or Director of the Department

We will endeavour to:

- Review the matter and resolve your complaint immediately. However, on occasions where this is not possible, provide an interim response to you within **ten business days** of hearing from you.
- Provide regular updates on the progress of your issue until fully resolved.

If your issue is not resolved and you are still dissatisfied we will:

- Refer you to the most appropriate complaints body.

Our Service Commitment to you

Whenever you contact us we will:

- Greet and listen to you with respect, courtesy and understanding.
- Respond to your enquiry in a professional and timely manner.
- Endeavour to resolve your enquiry at the first point of contact or record your request for actioning.
- Set clear expectations of the next steps and deliver on those commitments.
- Consistently apply these standards across all contact points within Council.
- Identify ourselves appropriately and wear name badges when assisting you.
- Continuously improve our service by proactively seeking feedback from the community and actively measuring performance against these commitments.

What service can you expect when contacting us by telephone?

- We will provide a Customer Service Officer to accept your phone call Monday to Friday, between 8.15am and 4.45pm (excluding Public Holidays).
- We will provide an "After Hours" service to accept your emergency phone calls outside our standard working hours.
- We will endeavour to answer your call within twenty seconds, however, if demand for our services is high, we may need to place your call in a queue for a short period.
- We will offer informative and up to date "On Hold" messages about the region.
- We will return your unanswered call by the close of business on the next working day.

What service can you expect when visiting our offices?

- We will attend to you promptly. Our aim is not to keep you waiting more than five minutes.
- We will acknowledge your arrival and serve you when it's your turn.
- We will attend to your appointment prepared and on time.

What service can you expect when dealing with us by written correspondence?

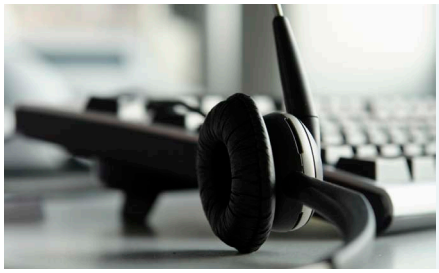
- We will record correspondence and distribute to relevant officers within 8 hours for actioning.
- We will respond to all letters, faxes and emails within 10 business days of receipt.
- We will provide an interim response to you if your enquiry cannot be fully addressed within 10 business days.
- We will write to you in clear, concise language that is easily understood.

"We welcome the opportunity to explain to you how we work with the community in managing the services provided throughout the region."

Our performance will be measured by Customer Surveys, Customer Feedback, Customer Service Reports, Telephone System Reports, Customer Request System Reports and the Correspondence Monitoring system.

How to contact us

The Fraser Coast Regional Council has a strong regional presence, with offices at Tiaro, Maryborough & Hervey Bay. Our Offices can be contacted during normal business hours on the telephone number and email address provided.



Website:	www.frasercoast.qld.gov.au
Email:	enquiry@frasercoast.qld.gov.au
Telephone:	1300 79 49 29
Fax:	(07) 4197 4455
Write:	Fraser Coast Regional Council PO Box 1943 HERVEY BAY

Visit:

Hervey Bay
77 Tavistock Street

Maryborough
431–433 Kent Street
(opposite City Hall)

Tiaro
Forgan Terrace

SERVICE EXCELLENCE

To honour our promise, we value your feedback, as it helps us to improve the way we provide our service to you.

You can assist us in providing recognition by completing a Customer Service Award nomination form, located on our website or within our Offices, to compliment a staff member on their achievements.

Fraser Coast REGIONAL COUNCIL

Call 1300 79 49 29