

# Customer Experience Charter

## Our Goal

Council is committed to **building better communities together**. This means continuously improving our region to promote community wellbeing and prosperity, while protecting the unique natural environment and lifestyle we enjoy.

Providing an outstanding Customer Experience promoting excellence in all areas of Council and having an in depth understanding of the needs of customers.

Our vision is to provide a connected and seamless customer experience that empowers our community through exceptional service.

## Our Values

*Our values guide our interactions with customers. Our values are:*



### TRUST

We do what we say we are going to do;  
We are open and honest with each other; and  
We treat each other fairly.



### RESPECT

We treat each other like we would want to be treated;  
We listen before we talk; and  
We seek and value the contribution of others.



### ACCOUNTABILITY

We take responsibility for our own actions and performance;  
We hold each other accountable; and  
We admit mistakes and put things right.



### INITIATIVE

We look to make things better;  
We encourage new ideas; and  
We empower people to make decisions.



### TEAMWORK

We work openly and share information;  
We rely and depend on each other; and  
We support each other.



### SERVICE

We work safely;  
We make our customers the focus of everything we do; and  
We provide fair, flexible, innovative and reliable service.

*"Making the Customer the Focus of Everything We do"*

# What can you expect from us?

## ***We aim to:***

✓ Answer your telephone calls	➤ 80% of calls are answered within 30 seconds
✓ Return your telephone messages	➤ By close of business on the next working day
✓ Action most requests for service at first contact	➤ 80% of requests are actioned at first point of contact
✓ Respond to requests	➤ 95% within Service Catalogue timeframes
✓ Keep you updated	➤ If not resolved within expected timeframes, we will advise you and keep you updated
✓ Provide an emergency after hours call centre on 1300 79 49 29	➤ We will provide an after hours response to Council emergencies
✓ Continuously improve our services	➤ We will seek customer feedback to help us improve

### ***To allow us to help, we expect that you will:***

- Provide us with all the information that we need to assist you
- Communicate with us respectfully
- Provide us with honest and constructive feedback
- Contact us if you believe we have made an error

Unreasonable customer behaviour may result in termination of your call, and may be dealt with under the Customer Behaviour Policy.



### ***What if you are not happy with our response?***

We recognise that there are times when you will disagree with our actions. This is why we have a Complaints Management Policy in place.

You can lodge a complaint:

- on our Website: [www.frasercoast.qld.gov.au](http://www.frasercoast.qld.gov.au);
- by completing a feedback form located at our offices; or
- by submitting it in writing to Council.



### ***Whenever you contact us we will:***

- Identify ourselves appropriately
- 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
- Set clear expectations of the next steps and deliver on those commitments.

