# **Customer Experience Charter**



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.

# Our Goal

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.

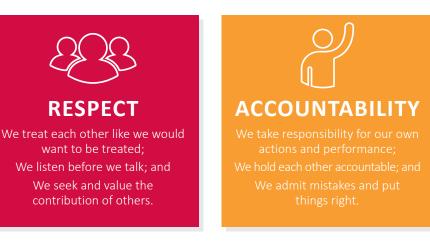
### **Our Values**



### 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.

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





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:

S Answer your telephone calls	ightarrow 80% of calls are answered within 30 seconds
☑ Return your telephone messages	By close of business on the next working day
$oldsymbol{arGamma}$ Action most requests for service at first contact	> 80% of requests are actioned at first point of contact
$\blacksquare$ 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;
- 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.



For more information visit www.frasercoast.qld.gov.au or contact **1300** 79 49 29



Building better communities.