



FOR MORE INFORMATION >>

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-  Townsville City Council
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TOWNSVILLE CITY COUNCIL

>> Customer Service Charter

Our promise to you



At Townsville City Council, our vision is to provide quality services through commitment and leadership.

Our Customer Service Charter is Townsville City Council's commitment to always provide our customers with the highest standards of customer service.



Townsville

CUSTOMER SERVICE CHARTER

Townsville City Council commits to provide you with:

- » Prompt and efficient services
- » Easy access to our services
- » Friendly, professional service
- » Accurate and consistent information

And that we will:

- » Consider your needs when delivering services
- » Make fair decisions
- » Fix our mistakes willingly
- » Regularly report on our adherence to this charter

What can you do to ensure we meet our charter promises?

- » Treat our staff in a polite manner
- » Be honest and accurate in your dealings with us
- » Work with us to solve problems
- » Give us feedback on the things we do
- » Respect community property

Our commitment is to embrace this Charter. However, if we should fall short in any aspect, we encourage you to bring the matter directly to us, so that it can be resolved quickly.

Alternatively, please complete the attached Customer Service Card and return to the Customer Service Centre or by reply paid mail.

CUSTOMER SERVICE CARD

What was your reason for contacting Townsville City Council?

Name of the officer attending to your query

Date of contact

Please rate the following aspects of our service

(1 BEING HIGHEST, 5 BEING LOWEST)

Courtesy of staff	1	2	3	4	5
Phone manner of staff	1	2	3	4	5
Knowledgeable staff	1	2	3	4	5
Helpful staff	1	2	3	4	5
Professionalism	1	2	3	4	5
Speed of Service	1	2	3	4	5
Speed of processing	1	2	3	4	5

Were you kept informed throughout the process?

Yes No

Was the information provided clear and concise?

Yes No

Did the officer provide alternative advice if they were unable to assist you?

Yes No

Are there additional aspects of our services that you are satisfied or unsatisfied with? Please comment.

Please provide any further suggestions which may improve our services.

Optional information

I would like a reply Yes No

Name

Phone

Address
