

CUSTOMER SERVICE CHARTER

COMMUNITY AND ENVIRONMENTAL SERVICES

CUSTOMER SERVICE



Townsville City is working to be Australia's most diverse and progressive tropical city where family, lifestyle choice, natural environment and prosperity go hand in hand.

Townsville City Council's vision is to serve the community through leadership, communication, consultation and quality service.

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

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:

- » Consult you when developing new products and services
- » Make fair decisions
- » Fix our mistakes willingly
- » Regularly report on our adherence to this Charter

What Townsville City Council needs you to do to help us 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 it to us directly, so that the matter can be resolved.

How to contact Townsville City Council?

E-mail: enquiries@townsville.qld.gov.au,

Phone: 07 4727 9000

Fax: 07 4727 9050

Prompt and Efficient Services

We respond quickly and effectively to your service requests by:

- » Having defined service standards for most commonly occurring service situations.
- » Making a commitment to “when” and “how” the service will happen.
- » Providing clear outlines of obligations, where appropriate, for any commonly occurring services.
- » Notifying you if there is a delay in the service we promised.
- » Referring you, where appropriate, to alternative places where the service might be available if Council is not able to provide the service you seek.
- » Preventing unnecessary return visits or calls to Council.
- » Advising you promptly of the outcome of your request.

Easy Access to our Services

Whether you phone, drop in personally, write or email us, we make every effort to:

- » Answer your phone calls within four rings.
- » Acknowledge your letters within five working days.
- » Acknowledge your emails within two working days.
- » Welcome you at our service desks within three minutes.
- » Stick to agreed appointment times.
- » Inform you of the best ways to access services from your Council.
- » Provide “After Hours” service for requests of an urgent nature.
- » Provide access to council information through our internet site:
www.townsville.qld.gov.au

Friendly, Professional Service

We provide all Council services in a friendly and professional manner by:

- » Treating you politely and with respect.
- » Identifying ourselves when we talk to you.
- » Listening carefully to what you say.
- » Treating your personal information with confidentiality.
- » Being helpful and sensitive to your needs.
- » Being competent in providing the information and services that Council has determined to provide to its community.
- » Being friendly as well as professional.

Accurate and Consistent Information

We do our best to provide the information you need by:

- » Clearly outlining our policies, systems and service standards where this information is needed by you.

- » Giving you time to fully explain your situation and needs.
- » Using plain, respectful language with a minimum of jargon, acronyms and abbreviations.
- » Knowing about the services we provide or knowing where to access this information quickly.
- » Not unnecessarily quoting rules and regulations or details you do not need.
- » Considering the information you need not just the question you ask.

Consult you when Developing and Improving Products and Services

We will seek your input in regard to the provision of services by Townsville City Council through:

- » Asking for and considering your ideas into the development of products and services.
- » Regularly seeking feedback on our service delivery.
- » Honestly listening to and acting upon your feedback.

Make Fair Decisions.

We will make decisions fairly and transparently by:

- » Complying with all relevant legislation.
- » Evaluating economic, environmental, social and cultural impacts.
- » Considering the fairness of the outcome.
- » Making decisions quickly once we have all the information needed.
- » Notifying you promptly of the outcomes of decisions and actions.
- » Notifying you of the reasons for the decision
- » Outlining options for appealing our decisions and for providing Council with feedback where you are unhappy with the outcomes.

Fix our Mistakes Willingly

We willingly and reliably respond to complaints and errors by:

- » Listening carefully to your situation and clarifying your needs.
- » Apologising where we have made a mistake or caused delays.
- » Informing you of the options open to yourself and Council.
- » Taking ownership of any Council errors.
- » Acting to fix the problems rather than determining whom to blame.
- » Rectifying problems and mistakes quickly where we are able.
- » Following-up to ensure you know what we did.

Regularly report on our adherence to this Charter

We will independently assess our performance and report publicly and annually regarding our compliance with key elements of this Charter.