

CUSTOMER CONTACT STANDARDS

COMMUNITY AND ENVIRONMENTAL SERVICES

CUSTOMER SERVICE



Townsville City Council is committed to providing our customers with high levels of customer service. In our endeavour to do this we have implemented Service Standards which are in place to provide you the customer with defined timelines and levels of service.

If we are not meeting our defined service standards or you believe that they can be improved please contact our Manager Customer Service who will be happy to discuss your concerns, feedback or compliments.

CUSTOMER CONTACT STANDARDS

In person

- » We will staff our counters during advertised business hours
- » We will greet you when you enter our service areas in a timely and courteous manner
- » We will attend to your query or request promptly and efficiently
- » We will wear name badges

Telephone

- » We will answer your phone call within 4 rings and with a smile
- » A person will answer your call, though if you call when demand for our services are high you may experience a short wait in our queue. Your progress through the queue will be announced.
- » We will clearly identify ourselves when you call.
- » All incoming phone calls will be answered with a consistent greeting
- » Each department will have an identified and accessible telephone answer point that will be staffed during normal business hours (8am-5pm).
- » If we are not available when you call, we will return your call within 2 working days.
- » We will ask your permission to place your call on hold or to transfer your call.
- » If we need to transfer your call, we will pass on any details that you have already provided to us.
- » The person answering the call will provide information you are seeking or if appropriate and reasonable direct you to outside agencies
- » We will leave our full names, departments, phone numbers and times available when leaving messages.

Email

- » We will acknowledge your email within 2 working days.
- » If we cannot provide a response to your request within 5 working days we will advise you of the expected time required to finalise your request
- » Emails we send will be free from viruses.

Correspondence

- » Outbound correspondence is formatted to Townsville City Council standards and has been edited for accuracy
- » Our responses will be written in plain English and a complete, accurate and precise response to your query
- » We will acknowledge or answer your correspondence within 5 working days.
- » We will keep you up to date if there are delays with your request.
- » A fax cover sheet will include name, telephone number, and department of the sender and the name and fax number of the receiver.
- » Fax headers will be legible.

Financial statements and bills

- » Will be user friendly (easy to read and understand and contain details about how to pay and how to query)
- » Will be accurate
- » Receipts or verification of transactions will be provided if requested.

Townsville City Council needs you to help us meet our standards please:

- » 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

CONTACTING US

Our web site, www.townsville.qld.gov.au gives you 24 hour, seven day access to online council services.

You can also contact us by:

- » Telephone: (07) 4727 9000
- » Facsimile: (07) 4727 9050
- » Mail: PO Box 1268 Townsville QLD 4817
- » Email: enquiries@townsville.qld.gov.au
- » In person during business hours: Council Administrative Offices, 103 Walker Street, Townsville City, or 86 Thuringowa Drive, Kirwan

For urgent assistance after hours, please contact Council's after hours service by using our daytime number 4727 9000 and your call will be transferred. If you prefer, you can call our after hours service directly on 4727 8999.