

PLANNING AND DEVELOPMENT

CUSTOMER SERVICE COMMITMENT



Our Customer First Principles

Planning and Development is committed to delivering **consistency, certainty** and **clarity** to our customers.

Our Customer Service Pillars



We hear and respond to community views



We engage with the development industry and our community



We communicate proactively

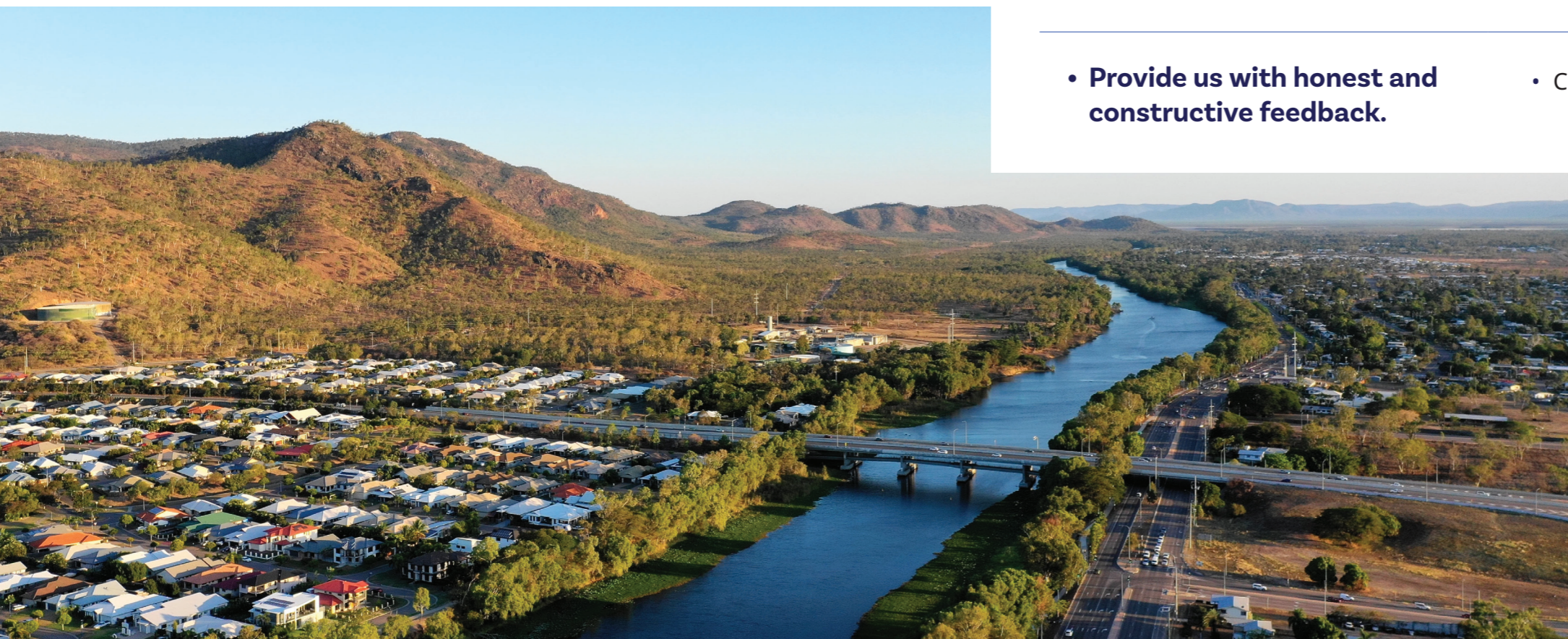
Our Commitment

If you...

- **Engage with us early.**
- **Provide us with all the information we need to process your application or enquiry and make a decision.**
- **Communicate with us respectfully.**
- **Provide us with honest and constructive feedback.**

We will

- Clearly explain the application and assessment process.
- Proactively problem-solve and provide constructive guidance.
- Adhere to both statutory and non-statutory time frames.
- Call you before sending important correspondence.
- Keep you regularly informed of your dealings with Council.
- Engage with you if additional information is required.
- Show respect, courtesy and understanding.
- Acknowledge and respond to your enquiries in a timely manner.
- Ensure necessary staff are easily contactable.
- Continuously improve our standard of service delivery.



Need further information

-  **Visit Us** 103 Walker Street, Customer Service Desk
Duty Officer Planning Front Desk
Operating Hours: 8.30am–4.30pm
-  **Call Us** 13 48 10
-  **Email** enquiries@townsville.qld.gov.au
-  **Website** planning.townsville.qld.gov.au
-  **Live Chat** Speak with a customer service representative