

OUR VISION

We are a council that is committed to the continuous improvement and the sustainable future of our region and our communities.

OUR MISSION

We will listen to, empower, uplift and benefit our community with high-quality services, infrastructure and policy. We will continuously improve our internal skills, transparency, efficiency and planning to ensure we offer the best possible leadership for our region.

CONTACT DETAILS

PO Box 189
Charters Towers QLD 4820

12 Mosman Street
Charters Towers QLD 4820

P (07) 4761 5300

F (07) 4761 5344

E mail@charters Towers.qld.gov.au

ABN 67 731 313 583

www.charters Towers.qld.gov.au



CUSTOMER SERVICE CHARTER

WHAT CAN YOU EXPECT FROM US?

WE AIM TO:

- ✓ Answer telephone calls during business hours within a reasonable timeframe/ as soon as possible.
- ✓ Respond to phone messages left on telephone answering services within 8 business hours.
- ✓ Provide emergency response contact details for customers who need public health/safety assistance during after-hours through our automated answer service which is always available between 4:00pm & 8:30am on the next business day.
- Always provide emergency services after-hours for:
 - Road emergencies
 - Water & wastewater emergencies
 - Domestic animal emergencies
 - Airport emergencies
 - Parks emergencies
 - Council facilities emergencies
- ✓ Provide face-to-face service at the front counter of the Administration Centre during advertised business hours and attend to customers, or advise of delays, within 2 minutes.
- ✓ Acknowledge emails and letters received by Council and advise of the timeframes for a response within 10 business days.
- ✓ Respond to Customer Requests & Snap Send Solve notifications and advise of timeframes for a response within 10 business days.
- ✓ Respond to Facebook Private Messages via immediate automated reply advising on the process of submitting a Customer Request.
- ✓ Respond to Facebook post comments that are considered "enquiries" within 3 business days.
- ✓ Provide up to date website presence via www.charterstowers.qld.gov.au that is always accessible.
- ✓ Respond to requests under Right to Information legislation as legislated in the *Right to Information Act (2009)*.
- ✓ Respond to complaints made to Council as described by [S0014 Complaints Management Policy & Procedural Guidelines](#).

**WE ARE A COMMUNITY FOCUSED TEAM
WHO ARE RESPECTFUL AND CONSISTENT**

Whenever you contact us we will:

- Identify ourselves appropriately
- Listen to you with respect, courtesy and understanding
- Respond to your enquiry in a professional and timely manner
- Endeavour to resolve your enquiry in a timely manner
- Set clear expectations of the next steps and deliver on those commitments

To allow us to help us help you, we expect that you will:

- Provide us with all the information 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

Please note: Unreasonable customer behaviour may result in the termination of your interaction with the Council Officer.

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: www.charterstowers.qld.gov.au/contact/complaints-management

You can lodge a complaint:

- On our website www.charterstowers.qld.gov.au
- By submitting it in writing to Council at mail@charterstowers.qld.gov.au

