



# Customer Service Charter

At Noosa Council we are committed to working in partnership with you, to deliver exceptional customer service through open and transparent interactions.

Council's Customer Service Charter outlines our commitment to you and the process for making requests and providing constructive feedback about the service you receive. This Charter outlines your rights, the standards you can expect and your options if we don't meet those standards.

## Our Commitment

The Charter confirms Council's commitment to:

- Considering customers' needs first
- Focusing on continuous service improvement
- Promoting opportunities for participation
- Achieving high levels of customer satisfaction
- Optimising "value for money" for our community
- Respecting your privacy by treating all information you provide confidentially in accordance with the Right to Information Act 2009 (Qld) and Privacy Act 2009 (Qld)
- Consulting with the community on major issues.

## If you have a request for service or a complaint

Where an answer cannot be given immediately, we will provide a response within 10 business days. For matters that are more complex and cannot be resolved within 10 business days, we will contact you and provide an estimated time for finalisation.

## What if you are not happy with our response?

If the issue raised cannot be easily resolved, we will involve you in discussions and let you know approximate timelines. If we have failed to meet specified standards or if you feel we have mishandled a situation, we will do our best to correct this.

We are committed to dealing with complaints fairly, confidentially and promptly. However, we recognise that there are times when you will disagree with our actions. That is why we have an Administrative Complaints Management Policy in place. In accordance with the Local Government Act 2009 this process is designed to:

- Cover all administrative complaints made to Council
- Require Council to respond quickly and efficiently, and in a fair and objective way
- Include the criteria considered when assessing whether or not to investigate a complaint
- Require Council to inform the affected person of Council's response to the complaint and the reasons behind its decision, unless the complaint was made anonymously.

## How you can help us provide a better service

When contacting Council, you can help us by:

- Providing as much accurate information as possible, stating the address or property description, your name and contact number
- Working courteously with our staff to resolve the issue
- Telephoning first if you need a lengthy appointment
- Quoting your reference or file number if applicable
- Letting us know when things change e.g. Your contact details
- Providing feedback about your experience with Council – this helps us to improve our services to you.