



 NOOSA COUNCIL

# Customer Service Charter

Noosa Council aspires to become “As one with our community” through a strong community engagement ethos. However, community engagement is more than systems, it is “how we do local government” – a seamless, open, and transparent interaction with our community that aims to deliver exceptional customer service.

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 from Council.

This Charter outlines your rights, the standards you can expect and your options if we do not meet those standards.

## Our commitment

The Charter confirms Council’s commitment to:

- Consider customers’ needs first
- Focus on continuous service improvement
- Promote opportunities for participation
- Achieve high levels of customer satisfaction
- Optimise “value for money” for our community
- Respect your privacy by treating all information you provide confidentially in accordance with Right to Information Act 2009 (Qld) and Privacy Act 2009 (Qld)
- Consult with the community on major issues that may affect them.

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

Where an answer cannot be given immediately, we will provide a formal 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 Council’s response?

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

Council is 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:

- Treating staff with courtesy and respect. Behave appropriately, avoiding the use of abusive and threatening language and/or behaviour
- Providing as much accurate information as possible, stating the address or property description, your name and contact number
- Telephoning first if you need a lengthy appointment
- Contacting the nominated officer or area directly and 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 will help us to improve our services to you.