



# Striving for Excellence in Service

Council's Customer Service Charter details our commitment to provide professional, value for money services to you, our customers. To demonstrate this commitment, we will build and maintain relationships based on open and effective communication and provide timely service to our diverse community and region.

## Customer Service Charter

**Our Vision:**  
To build Australia's  
best regional  
community

**Business  
hours:**  
Monday - Friday  
8:15 - 4:45  
am pm

### Our Values:

To be a council that is customer focussed, respectful and prides itself on team work, leadership, sustainability and innovation. We communicate in an open and respectful manner.

## In all our dealings with our customers

We will **strive to deliver exceptional customer service** by applying the following standards:

- be transparent, accurate, empathetic and respectful
- provide clear and open communication
- be accountable and apply a common sense approach
- build strong relationships based on trust and respect

## What can our customers expect

This commitment means endeavouring to make **doing business with Council a positive experience** via:

- courteous, professional and culturally sensitive service
- accurate and consistent information
- 24 hour access to emergency services
- an assurance of confidentiality
- accessible, plain English information
- informative website and social media platforms
- provision of identification as a Council Officer

## Help us to help you

**We want to provide you with the best possible customer service**

– you can help us by doing the following:

- providing complete and accurate information
- keeping us up to date with any changes
- providing feedback on our service
- making appointments for complex enquiries
- treating our staff with courtesy and respect



## Frontline customer service

**We will strive to exceed your expectations**

by empowering our staff to take ownership and deliver positive outcomes, including:

- being greeted in a professional and courteous manner
- being acknowledged upon your arrival
- ensuring all enquiries are dealt with accurately and efficiently

## On the telephone

**We will deliver consistent service** and ensure all staff are well trained to assist you by:

- answering all calls within five (5) rings
- greeting you with a professional telephone etiquette
- endeavouring to provide a one stop service at the point of contact
- staff introducing themselves
- minimising call waiting times

## Responding to your correspondence

**We recognise the importance of correspondence**

and will endeavour to give you an acknowledgement within 10 working days. If additional information or further investigation is required, we will provide you with progressive updates.

## Respecting your privacy

**We respect your privacy** and will keep your personal information confidential in accordance with the relevant legislation. For further information about how Council uses your personal information, please read our Privacy Statement.

## Have your say

**We encourage and welcome suggestions or feedback**

and will take these into account to improve our service. If you are pleased with our service, let us know so our staff can be recognised for their achievements.



## Complaints management and reviewing decisions

'Complaints' are different from 'Requests for Service'.

**A complaint results if you are not satisfied with our service standards in any respect.**

If this happens, please bring your complaint to us directly so we can resolve the issue, improve our service for the future, and strengthen the relationship between Council and the community. While most problems can be resolved quickly, there are times when a detailed investigation may be required. Our Administrative Action Complaints Policy (CP-3-005) advises how we deal with your complaint in these instances.

## Meeting our customers' future needs

We will continually review our service delivery and undertake community engagement to implement service improvement methods.

## Our service methods

**You can contact us by the following methods:**

In person:



**Bundaberg Administration Centre**  
190 Bourbong Street, Bundaberg QLD 4670

**Bargara Service Centre**  
160 Hughes Road, Bargara QLD 4670

**Childers Service Centre**  
45 Churchill Street, Childers QLD 4660

**Gin Gin Service & Neighbourhood Centre**  
4 Dear Street, Gin Gin QLD 4671

**Telephone: 1300 883 699**



Our Call Centre is your first point of contact for all enquiries. An After Hours Emergency Service is available on this number outside our normal hours of operation.

**Post:**



Chief Executive Officer  
Bundaberg Regional Council  
PO Box 3130 Bundaberg QLD 4670

**Email:** [ceo@bundaberg.qld.gov.au](mailto:ceo@bundaberg.qld.gov.au)



**Website:** [bundaberg.qld.gov.au](http://bundaberg.qld.gov.au)

Social media posts are not treated as formal requests, please phone us or go to [bundaberg.qld.gov.au/council/customer-service](http://bundaberg.qld.gov.au/council/customer-service) to lodge your request.