

SERVICE STANDARDS	OUR TARGET
<i>We aim to:</i>	
Provide a dedicated resource for customer service enquiries in regional centres during working hours	Roma, Mitchell, Injune, Surat & Yuleba Monday – Friday 8.20am – 5.00pm
Provide a central number for all telephone enquiries	1300 007 662
Provide a central address for all email enquiries	council@maranoa.qld.gov.au
Answer your telephone call	Within 60 seconds
Return your call	Same day if possible or no later than the next working day
Provide you with a reference number so that you can track your request	On receipt of request
Provide an after hours Emergency Service for: Animal Control 07 4624 0638 Water, Sewerage & Gas 0418 720 690 Roads 0429 066 873 Airport Security & Safety 0407 730 531	Monday – Friday 5.00pm – 8.20am and on weekends & public holidays
Acknowledge written correspondence & complaints	Within 5 working days
Action routine requests & complaints and communicate outcomes; OR Advise of appropriate timeframes for more complex complaints or requests, i.e. multiple Departments involved or multiple issues to be addressed.	Within 15 working days
Keeping you informed	Notify you if there is a delay to our service commitment as soon as possible



Contact Details

In Person

Our Service Centres are open Monday to Friday from 8.20am to 5pm:

Roma: Cnr Bungil and Quintin Streets

Injune: 32 Hutton Street

Mitchell: 100 Cambridge Street

Surat: 73 Burrowes Street

Yuleba: 20 Stephenson Street

Building, Planning & Environment Enquiries:

1 Cartwright Street, Roma

By Phone

1300 007 662

By Fax

07 4624 6990

By Email

council@maranoa.qld.gov.au

In Writing

Chief Executive Officer, PO Box 620, Roma Qld 4455

Councillors

Contact details for the Mayor and Councillors are located on the Council's website.

www.maranoa.qld.gov.au

Should you not be satisfied with Maranoa Regional Council's response, a review body such as the **Queensland Ombudsman** may be able to help.

Visit www.ombudsman.qld.gov.au

Freecall 1800 068 908 **Telephone** 07 3005 7000 **Fax** 07 3005 7067

Email ombudsman@ombudsman.qld.gov.au

Customer Service Charter

Our Customer Service Charter sets out in plain language:

- Our service targets
- How service levels will be measured
- What you can do if we don't meet our service targets and levels



Why a Customer Service Charter?

The **Maranoa Regional Council Customer Service Charter** sets out Council's service level targets, and explains what you – as our customer – can do if we have not delivered a service to that level.

The **Maranoa Regional Council Customer Service Charter** reflects our commitment to ensuring that doing business with Council is a positive experience. It has been developed to build and enhance relationships and partnerships with our community and customers, and to enable a system for continuous improvement to our levels of customer service.

Who are our customers?

Our customers are any person or organisation that has any form of dealings with Council. This includes residents, ratepayers, business operators, Council staff, contractors and elected members.

How you can help us

- Treat our staff with respect.
- Respect the rights of other customers.
- Provide accurate and complete information in your dealings with us.
- Respect the community in which we live.
- Work with us to solve problems.

How will we measure our Service?

- We will invite written feedback at all Council Customer Service Points.
- We will continually monitor the timeframes of responses and compliance to our Service Standards.

Based on our community's feedback we will review and amend our Charter to ensure we continue to meet our community's needs.

Maranoa Regional Council are committed to:

- Making contacting us as easy and convenient as possible.
- Answering and returning telephone calls promptly.
- Greeting you in a friendly manner and identifying ourselves.
- Being respectful, and to listen and respond to your concerns.
- Keeping you informed of the progress of your enquiry.
- Respecting your privacy.
- Being helpful and sensitive to your needs.
- Communicating clearly, accurately and in plain language.
- Working with you to solve problems, and refer you to an appropriate organisation if we are unable to meet your request.
- Providing you with a simple process for giving us feedback and making complaints.



Complaints

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

Requests for Service are a request for Council to take action on a matter i.e. barking dog, pot hole or overgrown allotment etc – and should be made to our Customer Service Team, who will log your Request and forward to the appropriate staff member for action. A **'complaint'** may result if you **are not satisfied with our response to your request for service, the standard of our service, or if we have made a mistake.**

If this happens please bring your complaint to us directly so that we can resolve the issue, and improve our service for the future.

A complaint can be made by phone, in person, in writing or by email to our main council email address.

At any time, if you are not satisfied with our response to your Request for Service or complaint there are a number of options available:

- **Ask to speak to a Supervisor or Manager.**
- **Ask to speak to a Director** (reports directly to the Chief Executive Officer).
- **Discuss the matter with your Local Customer Liaison** (directly linked to the Executive Management Team).
- **Complete a Request for Service or Complaint form** – available at our Customer Service Centres or on our website (All complaints are reviewed and distributed for action by the Chief Executive Officer).

If you prefer you may contact one of our Councillors, who will be able to guide you through the steps above.

Whilst most problems can be resolved quickly, there will be times when more detailed investigation is required. If it will take time we will keep you informed of the progress of your complaint.