

Customer Service Charter

This 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



Paroo Shire Council

Cunnamulla, Wyandra,
Eulo & Yowah

Where to get service

In Person

Our Customer Service Centre is open Monday to Friday from 8:30am to 4:30pm

Cunnamulla CCEC 49 Stockyard Street

Via Telephone

(07) 4655 8400

Via Email

council@paroo.qld.gov.au

In Writing

Chief Executive Officer, PO Box 75
Cunnamulla QLD 4490

From our Councillors

Contact details for the Mayor and Councillors are located on our website paroo.qld.gov.au

Queensland Ombudsman

Should you not be satisfied with our response, a review body such as the Queensland Ombudsman may be able to help

Visit: ombudsman.qld.gov.au

Freecall: 1800 068 908 or (07) 3005 7000

Email: ombudsman@ombudsman.qld.gov.au

SERVICE STANDARDS	OUR TARGET
Provide a dedicated resource for customer service enquiries at the Cunnamulla CCEC during working hours.	Monday – Friday 8:30am – 4:30pm (07) 4655 8400
Provide a central e-mail address for enquiries.	council@paroo.qld.gov.au
Answer telephone calls	Within 30 seconds
Return your call	Same day if possible
Provide you with a reference number so you can track your request	On receipt of request
Provide an after-hours emergency service for: Animal Control, Water & Sewerage and Roads	Monday – Friday 4:30pm – 8:30am Plus weekends & public holidays
Acknowledge customer complaints	Within 1 working day
Action routine requests and complaints and communicate outcome OR Advise of approximate timeframe for more complex matters	Within 7 working days
Keeping you informed	Notify you if there is a delay to our service commitment as soon as possible

Why a Customer Service Charter?

Our 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 Charter reflects our commitment to making sure that doing business with us 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 of our services.

Who are our Customers?

Anyone who engages with Council, as the local government representing our region and its communities, is our customer. Our customers include individuals and organisations such as residents, ratepayers, businesses, visitors, other local, state and federal governments - and internal clients such as our staff, contractors and elected members.

How you can help us

- Treat our staff with respect
- Give us accurate and complete information
- Identify your desired outcome and share it with us
- Respect the rights of other customers
- Respect the community in which we live
- Work with us to solve problems

How we will measure our success

- We will invite written feedback at all Council Customer Services points
- We will continually monitor the timeliness of our responses and their compliance with our standards
- We will review and amend our Charter, based on feedback, to ensure we continue to meet the needs of our communities



Vision Statement

Live well, grow strong build prosperity.

Our Mission

Council's mission is to co-design local solutions, harness ideas, adapt and innovate all communities of the Paroo Shire.

Our Core Values

1. Integrity
2. Efficiency
3. Continuous Improvement

Paroo Shire Council is committed to:

- Making contacting us easy and as convenient as possible
- Answering and returning telephone calls promptly
- Greeting you in a friendly manner and identifying ourselves
- Being respectful and 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
- Provide you with a simple process for giving us feedback and making complaints



Complaints and Compliments

Complaints

There is a difference between a complaint and a request for service.

A request for service is a request for us to take action on a specific matter such as a barking dog, a pot hole, or an overgrown allotment. Our customer service team will log your request and forward it to the appropriate staff member for action.

A complaint may result if you are not satisfied with our response to your request, or with the standard of our service, or if we have made a mistake.

If this occurs, please bring your complaint to us directly so we can resolve the issue and improve our services.

A complaint may be made via telephone, in person or in writing via the post or email.



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 (they report directly to the Chief Executive Officer)
- Complete a Request for Service or lodge a Complaint at our Customer Service Centre or on our website

Compliments

We welcome compliments as staff put every effort in to provide positive results to all community requests.

Whilst most problems can be resolved quickly there are times when a more detailed investigation is required. If this is the case, we will keep you informed of our progress in a timely manner.

