

CUSTOMER SERVICE CHARTER

OUR COMMUNITY, OUR CUSTOMERS!

Customers and Council staff will treat each other with mutual...

trust, respect, honesty, fairness, sensitivity and dignity.

OUR CUSTOMERS CAN EXPECT...

- ✓ To be greeted with courteous, friendly and empathetic staff
- ✓ Calls to be answered promptly
- ✓ Acknowledgement of requests within five working days
- ✓ The provision of accurate and consistent information
- ✓ A range of communication methods
- ✓ 24 hour access to our contact centre for emergencies
- ✓ Confidentiality
- ✓ Protection of privacy



If you are dissatisfied...

Council strives to provide a level of customer service that does not attract complaints, however, when a customer is not satisfied with the service received, Council is committed to resolving the complaint as fairly, promptly and professionally as possible.



Mareeba
SHIRE COUNCIL

VALUES AND PRINCIPLES

SUSTAINABLE

We operate in an efficient and effective business-like manner to ensure long-term sustainability by optimising customer service levels whilst managing community expectations

UNITED TEAM

Our people work respectfully and collaboratively to achieve Council's goals with every decision being based on what is best for the whole organisation

CUSTOMER FOCUSED

The community are our customers and we are here to serve our community in everything we do

COMMUNITY PARTNERSHIPS

We build partnerships with the community to deliver better outcomes

ETHICAL CONDUCT

We operate fairly, with open, honest, transparent and accountable behaviour and consistent decision making

STRIVING TO BE BETTER

We strive to improve Council's service and enthusiastically pursue innovative ways of providing services simply and effectively

SKILLED WORKFORCE

We ensure our workforce is equipped with the skills and knowledge needed for today and into the future