

# 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