



## Customer Service Charter

This charter affirms our commitment to delivering services to our community in a professional, efficient and cost-effective manner. Our aim is to provide you with a positive and professional customer service experience.

### Our Commitment

Council is committed to engaging with our community, delivering customer services that:

- are focused on our customers' needs;
- ensure information, resources and services are accessible;
- respect and protect your personal information and adhere to all legislative privacy requirements; and
- are delivered by professional, friendly and courteous staff.

### Who are our Customers?

Our customers are the people we serve or interact in the course of our business:

This includes people that live, play and conduct their business in the area; and those who visit from Queensland, interstate and internationally.

### Transparency

We value integrity and transparency. You can access documents from Council Meetings, reports, policies, notifications and other information from our website.

## What you can expect

We will:

- greet you in a polite and professional manner;
- answer and return phone calls promptly;
- treat you courteously and with respect;
- value your privacy;
- work with you to solve problems and refer you to an appropriate officer or organisation if we are unable to meet your request at the time of enquiry;
- be punctual for our meetings with you;
- act on our commitments in a timely manner.
- deliver our services to a standard that we ourselves would want to receive.

## Helping us to help you

To assist in delivering our services, we ask customers to:

- Provide accurate, clear and complete information so we can respond appropriately to your enquiry.
- Respect the privacy, safety, needs and rights of other customers.
- Respect the culture of the community in which we live and work.
- Work with us to solve problems.
- Treat our Council officers with courtesy and respect.
- Provide us with feedback so we can deliver better services.

## Customer Relations

Council is committed to responding and engaging with customers in a courteous and professional manner.

We ask that you engage with Council staff in a courteous and polite manner likewise.

If customers are personally abusive or use bad language, council may cease engaging with the customer.

If staff feel threatened by inappropriate language or behaviour, the Police may be notified.

The Chief Executive Officer may decide to limit or cease responses to a customer if they continue to be abusive or use bad language.

A decision of this nature will be communicated to the customer in writing.

## Evaluating and improving our performance

Wujal Wujal Aboriginal Shire welcomes feedback at any time. Your feedback helps us to monitor and improve our services. You can contact us in person, by phone, email or via our website.

### Contact Us:

Wujal Wujal Aboriginal Shire Council  
131 Hartwig Street  
Wujal Wujal 4895.  
Ph: (07) 4083 91022  
Email: [info@wujal.qld.gov.au](mailto:info@wujal.qld.gov.au)

## Service Standard

|   |   |
|---|---|
| Frontline Services (face to face customer service)  | Customer to be acknowledged as soon as possible   |
| Answer phone calls  | Within 5 rings  |
| Return phone messages   | 1 working day   |
| Reply to email enquires (if response required)  | 10 working days   |
| Respond to general correspondence   | 10 working days   |
| Respond to enquiries made via social media and Council's website  | 3 working days  |
| Notification if we are unable to keep a commitment  | As soon as possible   |
| Respond to general request for service (CRMs)   | 5 working days  |
| Missed visits   | We will leave a card with contact details if you are not home.  |
| Job applications: acknowledgement of all applications:<br>Response on the outcome of applications   | 1-5 working days after position closes.<br>4-6 weeks after closing date.  |
| Animals: Respond to urgent incidents (received during working hours)<br>Respond to routine incidents (received during working hours)  | Immediate<br>2 working days   |
| Other requests, applications, duties etc with timeframes listed in legislation: i.e. Local Government Act 2009, Building Act 1975, Animal Management (Cats & Dogs) Act 2008 | As per our Customer Service Policy. Requests or timeframes for service that are specified by legislation will be adhered to and where timeframes are not listed, responses will be within 10 days |

## Complaint Handling

Wujal Wujal Aboriginal Shire Council understands that you may be dissatisfied with our service, or the behaviour of an employee or agent. Complaints are different from requests for service. Issues raised with Council are often referred to as complaints by customers. The actions we take to resolve any such issues are requests for service and are an everyday part of Council's role. These will be dealt with separately to the formal complaints management process. A complaint may be lodged verbally by phone, in writing, in an email, or via our website. Complaints are dealt with by the manager of the relevant area, who will try to resolve the complaint as quickly as possible. Whilst most complaints can be resolved quickly, there are times when detailed investigation is required. If it takes time, we will keep you informed of the progress of your complaint. If the complaint is about a particularly serious or complex matter or remains unresolved, the complaint should be made in writing to the Chief Executive Officer. Further details on how we deal with complaints are outlined in our Administrative Action Complaints Management Policy and Process.