

SERVICE STANDARDS	OUR TARGET
Provide a dedicated resource for customer service enquiries at our Longreach Branch during working hours. Additional part-time customer service officers are provided across all three branch offices (Longreach, Ilfracombe & Isisford)	Monday-Friday 8:30am-5:00pm
Provide a central 24hr telephone number for all enquiries	(07) 4658 4111
Provide a central e-mail address for enquiries	assist@longreach.qld.gov.au
Answer your telephone call	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: <ul style="list-style-type: none"> • Animal Control • Water and Sewerage • Roads 	Monday-Friday 5:00pm-8:00am Plus weekends & public holidays
Acknowledge Customer complaints	Within 5 working days
Action routine requests and complaints and communicate outcome OR Advise of approximate timeframe for more complex matters	Within 20 working days
Keeping you informed	Notify you if there is a delay to our service commitment as soon as possible

Where to get service

In Person

Our Customer Service Centres are open Monday to Friday from 8:30am to 5pm:

Longreach: 96a Eagle Street
Ilfracombe: 1 Devon Street
Isisford: 20 St. Mary Street

Via Telephone

(07) 4658 4111

Via Email

assist@longreach.qld.gov.au

In Writing

Chief Executive Officer
 PO Box 144
 Ilfracombe QLD 4727

From our Councillors

Contact details for the Mayor and Councillors are located on our website: longreach.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



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



Longreach Regional Council
 Ilfracombe Isisford Longreach Yaraka

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 service

- We will invite written feedback at all Council Customer Service 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

Our Mission:

Council's Mission is to deliver decisive leadership in making locally-responsive, informed and responsible decisions, providing the highest-quality services and facilities to all communities of the Longreach Region.

Our Core Values:

1. A Safe and Healthy Work Environment
2. Inclusiveness and Respect
3. Consistency and Fairness
4. Teamwork and Staff Development
5. Performance and Value for Money
6. Leadership and Collaboration
7. Sustainability
8. Forward-looking

Longreach Regional Council is 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

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 can 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 Complaint form available at our Customer Service Centres or on our website (All complaints are reviewed and distributed for action by our Chief Executive Officer)*

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.