



Customer Service Charter

2002

In order to develop and maintain a high level of customer loyalty, We make these commitments.....

When you write to Council we will:

- Address your concerns (and advise you of the process when requested)
- Provide an interim response if resolving the concern will take longer than approved time frames
- Respond to all non-anonymous correspondence, regardless of whether we can provide the outcome desired
- Write clear concise letters in everyday language

Address all correspondence to the:

**Chief Executive Officer
Warwick Shire Council
PO Box 26,
Warwick Qld 4370**

When you telephone Council's general number (4661 0300) we will:

- Ensure Customer Service staff are available to take your call between the hours of 8am and 5pm
- Answer the phone in a polite manner and identify who is talking to you
- Ensure that referrals, when required, will be to the correct officer to address your concern
- Endeavour to answer the call within 10 seconds
- Minimise delays where you are held in queue
- Messages on hold will be updated regularly

When you visit the Council Administration Building we will:

- Have a Customer Service Officer available to attend to you as soon as possible – our objective is to serve every customer within 3 minutes of arrival
- Acknowledge your arrival during peak work times and serve you when it is your turn
- Have at least two (2) Customer Service staff available to assist you during peak work times (ie rates, water rates and dog registration periods)
- Maintain a self help area incorporating position vacancies, relevant brochures and a complete stock of forms
- Provide access to expert technical staff when available, if required or requested
- Attempt to have the Customer Service Officer answer your inquiry without requiring a referral
- Ensure the information that we provide is accurate
- Ensure that referrals, when required, will be correct
- Treat you with respect
- Not get into debates
- Maintain a play area to entertain children while you transact your business with Council

The Council Administration Building is located on the corner of Albion and Fitzroy Streets. Entry is via Fitzroy Street Entrance or the municipal car park entrance accessed via Albion Street (driveway beside library). Fitzroy St (driveway opposite Hudson's Pies) or Grafton St (driveway beside the Cinemas)

We will keep you informed by:

- Maintaining an up to date website (www.warwick.qld.gov.au)
 - Posting new and relevant information on the site
 - Providing ‘what’s on’ information at the Customer Service Centre
 - Submitting press releases on community sensitive information
 - Providing information as required under relevant legislation (fees may apply)
 - Publishing an Annual Report, (available for viewing or purchase)
 - Regularly updating information on notice boards
 - Having the Corporate Plan (when adopted) on the website
 - Making freely available a list of projected timeframes for each standard activity of Council
 - Advising you via advertisements and/or letter box drops prior to road works being undertaken
 - Letter box dropping at least 48 hours before water will be turned off in your area for programmed work
 - Providing details of works programs on request
 - Providing access to the Council’s Planning Scheme
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We’ll make sure some form of communication line is open 24 hours a day, 7 days a week, every day of the year by:

- Having Customer Service Staff available via phone and at the Customer Service Centre, from 8am to 5pm, Monday to Friday (excluding public holidays)
- Having a variety of email addresses available, dependant upon your requirements:
Job applications: employment@warwick.qld.gov.au
Rate search requests: searches@warwick.qld.gov.au
All other enquiries: mail@warwick.qld.gov.au
- Having an answering machine activated for non-emergency matters between the hours of 5pm and 8am Monday to Friday (excluding public holidays) and 24 hours a day on weekends and public holidays
- Having an after hours call-out service and appropriately skilled and trained staff on call available for **EMERGENCIES** eg Sewer or Water problems, Dangerous obstacles or situations (it is not a message service for normal Council business)
- Providing feedback facilities on our website
- Having standard diversions in place so that if you dial a number directly and the officer is on another call or absent from their desk, the call will divert to another officer in the area

We are committed to providing high quality customer service to you by:

- Listening to your feedback. Resolving your issues as quickly as possible
 - Giving approximate timeframes on complicated issues and those requiring Council decisions that cannot be resolved quickly
 - When requested, provide an explanation of how the outcome was achieved if the outcome is not what was sought
 - Recording your requests in the Customer Service System so that all requests can be tracked and staff performance against timeframes and quality can be monitored
 - Attempting to address your concerns at the first point of contact and when this is not possible forward the matter to the appropriate officer
 - Notify you if your request cannot be dealt with immediately or within the prescribed timeframe
 - Providing a professional and courteous resolution to your concerns
 - Offering a review of any matter that has not been resolved
 - Endeavour to provide access to any council staff member you wish to deal with. Accessibility will be dependant upon availability
 - Providing a variety of payment options
 - Providing a pre-payment service for payment of rates
 - Offering arrangements for paying off of rates
 - Offering discounts on general rates, water rates and dog registrations when payed within prescribed timeframes
 - Acting as an agency for pensioner rebates for Rates
 - Providing land valuation information on request
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We will demonstrate our commitment to our Duty of Care to residents by:

- Enforcing Council's Planning Scheme
- Presenting an opportunity for consultation when amendments are proposed to the Planning Scheme
- Enforcing Council's Local Laws
- Investigating all complaints
- Enforcing licensing regulations
- Maintaining roads and walkways to a reasonable standard
- Training staff for the duties they perform
- Employing all staff based on merit
- Having appropriate emergency plans (including evacuation procedures) for all Council buildings

**We are committed to meeting the
reasonable expectations of
our customers.**
