

Contacting Council

When you contact Quilpie Shire Council our staff will:

- Treat you professionally and respectfully with fairness and honesty
- Recognise that you have the right to be informed, consulted and engaged
- Provide consistent and accurate information in a timely manner
- Value your feedback
- Work to continuously improve our service to you

We ask that you:

- Treat us with courtesy and respect
- Be open and honest in your dealings with us
- Provide accurate and complete information
- Make an appointment when you have complex enquiries or wish to see a specific officer
- Provide constructive feedback on how we can improve our service to you
- Manage expectations of what council can reasonably achieve within a constrained budget, scale and scope of services.

How to Contact Us

In Person

Our Administration Office is open Monday to Friday from 8.00am until 5.00pm
Address: 50 Brolga Street, Quilpie

By Telephone

07 4656 0500

By Fax

07 4656 1441

By Email

admin@quilpie.qld.gov.au or use the **contact form** on our website, www.quilpie.qld.gov.au

In Writing

Chief Executive Officer, PO Box 57, Quilpie Q 4480

Councillors

Contact details for the Mayor and Councillors are located on the Council's website www.quilpie.qld.gov.au

If you are not satisfied with a decision or response by Council, a review body such as the **Queensland Ombudsman** may be able to help.

Website: www.ombudsman.qld.gov.au

Freecall: 1800 068 908

Telephone: 07 3005 7000

Email: ombudsman@ombudsman.qld.gov.au



Customer Service Charter

Our Customer Service Charter sets out in plain language how we will meet our customer service standards and what you can do if we don't meet your customer service expectations.

Quilpie Shire 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

Who are our customers?

Our customers are any person, organisation or business that has any form of dealings with Council. This includes ratepayers, residents, staff, contractors, businesses, elected members and visitors to our shire. We will strive to ensure that your experience with us is positive and effective.

When you telephone us we will

- Answer all calls promptly, courteously and professionally and try to resolve telephone enquiries immediately
- If it is necessary to transfer you to a specific staff member or Department we will introduce the call by providing your name and other relevant details
- Ensure that messages are delivered to the appropriate staff member in an efficient manner and responded to within 24 hours wherever possible
- Provide an automated after hours telephone service which will state telephone numbers of on-call officers in the case of a council emergency

When you write to us we will

- Acknowledge and respond to written correspondence within 10 business days
- Respond to emails within 3 business days
- Provide an interim response to you if your enquiry cannot be fully addressed within 10 business days
- Include a contact name and details on all outgoing correspondence
- Write to you in clear, concise language that is easily understood

Customer Service Requests

A customer service request is a request for Council to take action on a matter ie barking dog, pot hole or overgrown allotment etc. These should be directed to our Customer Service Centre who will log your request and forward it to the appropriate staff member for action. All requests will be prioritised, based on safety and urgency.

Staff will attempt to contact all customers to provide details of the progress of the progress of their request and/or the outcome of the request.

Customer requests may be submitted in person or by telephone, email, fax and via Council's website.

Complaints

A complaint may result if you are not satisfied with our response to your request, the standard of our service, or if you believe we have made a mistake.

If you are not satisfied with our service, we encourage you to ask to be referred to a Supervisor, Manager or the Chief Executive Officer who will review the matter and seek to resolve your complaint immediately. If this is not possible they will provide a response to you within 10 business days advising the action to be taken and provide regular updates until the matter is resolved.

A complaint can be made by phone, in person, in writing or by email to admin@quilpie.qld.gov.au. Please refer to our complaints management process which is available for viewing or download from www.quilpie.qld.gov.au

If your issue is still not resolved and you remain dissatisfied, we will refer you to the most appropriate complaints body.