



Striving for Excellence in Service

Council's Customer Service Charter details our commitment to provide professional, value for money services to you, our customers. To demonstrate this commitment, we will build and maintain relationships based on open and effective communication and provide timely service to our diverse community and region.

Customer Service Charter

Our Vision:
To build Australia's
best regional
community

**Business
hours:**
Monday - Friday
8.15 - 4.45
am pm

Our Values:

To be a Council that is customer focussed, respectful and prides itself on team work, leadership, sustainability and innovation. We communicate in an open and respectful manner.

In all our dealings with our customers

We will **strive to deliver exceptional customer service** by applying the following standards:

- be transparent, accurate, empathetic and respectful
- provide clear and open communication
- be accountable and apply a common sense approach
- build strong relationships based on trust and respect

What can our customers expect

This commitment means endeavouring to make **doing business with Council a positive experience** via:

- courteous, professional and culturally sensitive service
- accurate and consistent information
- access to our after hour service
- an assurance of confidentiality
- accessible, plain English information
- informative website and social media platforms
- provision of identification as a Council Officer

Help us to help you

We want to provide you with the best possible customer service

– you can help us by doing the following:

- providing complete and accurate information
- keeping us up to date with any changes
- providing feedback on our service
- making appointments for complex enquiries
- treating our staff with courtesy and respect



Frontline customer service

We will strive to exceed your expectations

by empowering our staff to take ownership and deliver positive outcomes, including:

- being greeted in a professional and courteous manner
- being acknowledged upon your arrival
- ensuring all enquiries are dealt with accurately and efficiently

On the telephone

We will deliver consistent service and ensure all staff are well trained to assist you by:

- answering all calls within five (5) rings
- greeting you with a professional telephone etiquette
- endeavouring to provide a one stop service at the point of contact
- staff introducing themselves
- minimising call waiting times

Responding to your correspondence

We recognise the importance of correspondence

and will endeavour to give you an acknowledgement within 10 working days. If additional information or further investigation is required, we will provide you with progressive updates.

Respecting your privacy

We respect your privacy and will keep your personal information confidential in accordance with the *Information Privacy Act 2009*. For further information about how Council uses your personal information, please read our [Privacy Statement](#).

Have your say

We encourage and welcome suggestions or feedback

and will take these into account to improve our service. If you are pleased with our service, let us know so our staff can be recognised for their achievements.

Complaints management and reviewing decisions

'Complaints' are different from 'Requests for Service'.

A complaint is an expression of dissatisfaction made about our services, employees or decisions.

If this happens, please bring your complaint to us directly so we can resolve the issue, improve our service for the future, and strengthen the relationship between Council and the community. While most problems can be resolved quickly, there are times when a detailed investigation may be required. Our Complaints Management Policy (CP-3-028) advises how we deal with your complaint in these instances.

Meeting our customers' future needs

We will continually review our service delivery and undertake community engagement to implement service improvement methods.



Our service methods

You can contact us by the following methods:

In person: 

Bundaberg Administration Centre
190 Bourbong Street, Bundaberg QLD 4670

Childers Service Centre
45 Churchill Street, Childers QLD 4660

Gin Gin Community Hub
4 Dear Street, Gin Gin QLD 4671

Telephone: 1300 883 699 

An after hours service is available on this number outside our normal hours of operation.

Post: 

Chief Executive Officer
Bundaberg Regional Council
PO Box 3130 Bundaberg QLD 4670

Email: ceo@bundaberg.qld.gov.au 

Website: bundaberg.qld.gov.au 

Social media posts are not treated as formal requests, please phone us or go to bundaberg.qld.gov.au/council/customer-service to lodge your request.