

**YOUR
EXPERIENCE,
OUR FUTURE**

Customer Contact Charter

This charter contributes towards the achievement of “Our Vision” in the Scenic Rim Community Plan 2011-2026. The purpose of this Charter is to ensure we provide a customer-first business that is progressive, delivers a value-for-money service and ensures all business interactions are positive with decisions based on knowledge.

The values that guide our actions and decisions when interacting with people, stakeholders and the community are respect, trust, teamwork, communication, quality, staff worth, honesty and accountability



82 BRISBANE STREET
BEAUDESERT
70 HIGH STREET
BOONAH
30-32 MAIN STREET
TAMBORINE MOUNTAIN



PO BOX 25, BEAUDESERT
QUEENSLAND 4285



07 5540 5111



WWW.SCENICRIM.QLD.GOV.AU



MAIL@SCENICRIM.QLD.GOV.AU



TRANSLATING & INTERPRETING
SERVICE 131 450

NATIONAL RELAY SERVICE
WWW.RELAYSERVICE.GOV.AU

VOICE 1800 555 660

TTY/VOICE 133 677

SPEAK AND LISTEN 1300 555 727



	OUR PRINCIPLES	OUR COMMITMENT
CUSTOMER SERVICE	<ul style="list-style-type: none"> Foster a strong customer-focused culture that delivers quality services. Provide efficient and cost effective service. Answer your query or put you in touch with someone who can. 	<ul style="list-style-type: none"> Ensure a positive experience in every interaction, every step of the way. Resolve most of your enquiries or enter a request for service at first point of contact through our customer contact centres. Respond to your enquiry or request in a professional and timely manner. We will ensure that enquiries requiring specialist advice are referred to the person best able to deal with that enquiry. Process applications within timeframes. We will be honest about what we can do to help you.
INFORMATION	<ul style="list-style-type: none"> Provide you with clear and accurate information. 	<ul style="list-style-type: none"> Communicate information accurately, in a consistent manner via phone, face-to-face, Council website, Facebook and Twitter. We will make it easy for you to get the information that you need. Information is delivered by staff who are professional, well-trained and willing to assist.
CONTINUOUS IMPROVEMENT	<ul style="list-style-type: none"> Continuously improve our services to you. Use your feedback to drive business improvements. We expect all our staff, whether they are at a counter, out in the field or working in the office, to be committed to continuous improvement. 	<ul style="list-style-type: none"> Demonstrate innovation and initiative when delivering services. Actively listen to your feedback and use it to improve our service delivery. Use innovative technology solutions to provide better more cost effective services. Plan and communicate growth and change to ensure efficiencies.

THANK YOU FOR:

- Providing accurate and complete information and keeping us informed
- Respecting Council staff and facilities
- Providing compliments, comments and complaints
- Visiting us regularly

If you are not satisfied with the outcome of your service or request, please refer to Council's Complaint Management Policy located at www.scenicrim.qld.gov.au/complaints-management

