

SERVICE STANDARDS <i>We aim to:</i>	OUR TARGET
Provide a central number for all telephone enquiries. Local numbers overleaf.	1300 007 662
Provide an after-hours Emergency service for: <ul style="list-style-type: none"> Water Sewerage & Gas Stock on Roads Roads Animal Control Airport Security / Safety Facilities 	1300 007 662 Select from the following prompts: <ol style="list-style-type: none"> Water Sewerage & Gas Stock on Roads Roads Animal Control Airport Security / Safety Facilities
Answer your telephone call	Within 60 seconds
Return your call	Same day if possible or no later than the next working day
Provide you with a reference number so that you can track your request	On receipt of request
Provide a central address for all email enquiries. Local email addresses overleaf.	council@maranoa.qld.gov.au
Acknowledge written correspondence & complaints	Within 5 business days
Action routine requests Action complaints Action complex requests <i>Advise of appropriate timeframes for requests & complaints unable to be completed within the target timeframe, i.e. multiple Departments involved or multiple issues to be addressed.</i>	Within 15 business days Within 20 business days Within 25 business days or as negotiated.
Keeping you informed	Notify you if there is a delay to our service commitment as soon as possible

Our service centres are open **Monday to Friday** from **8.20am until 5pm**:

Roma	57 Bungil Street, Roma Qld 4455 customer.roma@maranoa.qld.gov.au 07 4624 0600
Bungil (Injune)	32 Hutton Street, Injune Qld 4454 customer.injune@maranoa.qld.gov.au 07 4626 0500
Booringa (Mitchell, Amby & Mungallala)	100 Cambridge Street, Mitchell Qld 4465 customer.mitchell@maranoa.qld.gov.au 07 4624 6900
Warroo (Surat)	73 Burrowes Street, Surat Qld 4417 customer.surat@maranoa.qld.gov.au 07 4626 6100
Bendemere (Yuleba, Wallumbilla & Jackson)	20 Stephenson Street, Yuleba Qld 4427 customer.yuleba@maranoa.qld.gov.au 07 4629 9000
Maranoa Regional Council	57 Bungil Street, Roma Qld 4455 council@maranoa.qld.gov.au 1300 007 662

Contact details for the Mayor and Councillors are located on Council's website.

www.maranoa.qld.gov.au



OUR VISION

We are an inclusive, proud and connected community, attracting and embracing opportunity to forge a strong future for generations to come.

OUR PURPOSE

We support our individual communities to grow while building one strong connected region that partners with people, business and industry to thrive.



CUSTOMER SERVICE CHARTER

Council is focused on building positive relationships with our customers and community.

This Charter outlines Council's service level targets and reflects our commitment to you.



Why a Customer Service Charter?

The Maranoa Regional Council 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.
- Reflects our commitment to ensuring that doing business with Council is a positive experience.
- Has been developed to build and enhance relationships and partnerships with our community and customers, and to enable a system for continuous improvement to our levels of customer service.

Who are our customers?

Our customers are any person or organisation that has any form of dealings with Council. This includes residents, ratepayers, business operators, Council staff, contractors and elected members.

How can you help us?

- Treat our staff with respect.
- Respect the rights of other customers.
- Provide accurate and complete information in your dealings with us.
- Respect the community in which we live.
- Work with us to solve problems.

How will we measure our service?

- Through our Customer Request Management System and Business Intelligence.
- We will continually monitor the timeframes of responses and compliance to our Service Standards.
- We invite customer to complete Customer Satisfaction Surveys via Council's Online Services.

Maranoa Regional Council is committed to:

- Providing easy access to our services.
- Greeting you in a professional and friendly manner and identifying ourselves.
- Keeping you informed of the progress of your enquiry.
- Handling your information with privacy.
- Providing accurate, consistent, and timely information.
- 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

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

Requests for Service are a request for Council to take action on a matter i.e. barking dog, pot hole or an overgrown allotment etc – and should be reported to our Customer Service Team, who will log your Request with the appropriate Department to action.

A **'Complaint'** may result if you are not satisfied with our response to your **Request for Service**, the standard of our service or if we have made a mistake.

Options available to you in lodging a **Complaint**:

- In person at a customer service centre.
- Telephone (Regional or Local)
- Email (Regional or Local)
- In writing (Maranoa Regional Council, PO Box 620 Roma Qld 4455)
- Ask to speak or meet with a Supervisor, Manager, Overseer or Local Area Director.

If you are not satisfied with our response to your, you may:

- Ask to speak or meet with a Supervisor, Manager, Overseer or Local Area Director.
- Request an Internal Review by emailing internal.review@maranoa.qld.gov.au

Whilst most problems can be resolved quickly, there will be times when a more detailed investigation is required. In this situation, we will keep you informed on the progress of your complaint.

