

Our Commitment to You

When you contact Goondiwindi Regional Council our staff will:

- Treat you professionally and respectfully with fairness and honesty.
- Respect cultural and religious diversity.
- Recognise that you have the right to be informed.
- Provide consistent and accurate information in a timely manner.
- Value your constructive 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 dealing with us.
- Provide accurate and complete information.
- Provide Council referencing information if available.
- 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.

Compliment, Complaints & Comment

Council acknowledges the right of customers to provide feedback (both positive and negative) on our service. Compliments, complaints and comments can be lodged via the following options:

- Submitting it in writing to Council.
- Discussing your concerns with the person you have dealt with.
- Feedback forms located at each of our Customer Service Centres.
- Visiting our website - www.grc.qld.gov.au

If after doing this you are still not satisfied with our service:

- Ask to be referred to the supervising officer or Director of the Department.

We will endeavour to:

- Review the matter and resolve your complaint immediately. However on occasions where this is not possible, we will provide an interim response to you within 10 business days of hearing from you.
- Provide progress updates, where appropriate.

If your issue is still not resolved and you are still dissatisfied we will:

- Refer you to the most appropriate statutory authority.

Our Service Standards

- We will have our customer service counters attended at all times during business hours.
- We will greet you in a friendly manner.
- We will answer your telephone call promptly.
- We will respect, listen and respond to your concerns within service standards.
- We will endeavour to resolve your enquiry at the first point of contact or record your request for actioning.
- We will communicate clearly, accurately and in plain language.
- We will respond to your enquiry in a professional and timely manner.
- We will set clear expectations of the next steps and deliver on those commitments.
- Where relevant and agreed we will keep you informed of the progress of your enquiry.
- We will be helpful and sensitive to your needs.
- We will respect your privacy.
- We will support our community's cultural diversity.
- We will provide an "after hours" service to accept your emergency.

Your Feedback:

Council's customer service promise is based on our commitment to delivering the highest quality and level of service as outlined in this charter.

We will use your feedback to drive business improvements and treat any complaints in an open and accountable manner, to improve our service delivery.

Service Standards We aim to:	Our Target
Provide a dedicated resource for customer service enquiries in regional centres during working hours	Goondiwindi Customer Service Civic Centre Monday - Friday 8.30am –4.30pm Saturday 9.00am - 1.00pm Council Chambers Monday - Friday 8.30am –4.30pm Inglewood & Texas Customer Service Monday - Friday 8.30am –4 .30pm
Provide a central number for all telephone enquiries	07 4671 7400
Provide a central address for all email enquiries	mail@grc.qld.gov.au
Answer your telephone call	Promptly
Return your call	Same day where practical, or next working day
Provide an after hours Emergency Service Contact number	Monday to Friday 4.30pm - 8.30am and on weekends & public holidays Goondiwindi - 07 4671 4671 Inglewood & Texas - 07 4652 1834
Acknowledge written correspondence & complaints	Within 5 working days
Action routine requests & complaints and where requested communicate outcomes ; or Contact you to advise of appropriate timeframes for more complex complaints or requests, i.e. multiple Departments involved or multiple issues to be addressed	Within 10 working days
Keeping you informed	Notify you if there is a delay to our service commitment as soon as possible

HOW TO CONTACT A COUNCILLOR:

The elected Mayor and Councillors for the Goondiwindi Regional Council and their respective contact phone number and email:



Mayor - The Honourable Councillor
Lawrence Springborg, AM
Mobile: 0439 782 787
Email: lspringborg@grc.qld.gov.au



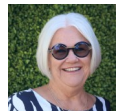
Cr Rob Mackenzie - Deputy Mayor
Mobile: 0427 754 591
Email: rmackenzie@grc.qld.gov.au



Cr Susie Kelly
Mobile: 0427 712 250
Email: skelly@grc.qld.gov.au



Cr Phil O'Shea
Mobile: 0427 584 500
Email: poshea@grc.qld.gov.au



Cr Kym Skinner
Mobile: 0457 589 858
Email: kskinner@grc.qld.gov.au



Cr Julia Spicer
Mobile: 0427 408 713
Email: jspicer@grc.qld.gov.au



Cr Jason Watts
Mobile: 0480 554 011
Email: jwatts@grc.qld.gov.au

Your Privacy

We respect your privacy and keep your information confidential in accordance with relevant legislation

HOW TO CONTACT US:



The Chief Executive Officer
Goondiwindi Regional Council
LMB7, INGLEWOOD QLD 4387



mail@grc.qld.gov.au



07 4671 7400
Monday - Friday from 8.30am to 4.30pm

Emergency After Hours:
Goondiwindi Area: 07 4671 4671
Inglewood & Texas Areas: 07 4652 1834



Goondiwindi Customer Service Centre's
Goondiwindi Civic Centre
100 Marshall Street, Goondiwindi QLD 4390
Monday to Friday - 8:30am to 4:30pm
Saturday - 9:00am to 1:00pm

Goondiwindi Council Chambers
4 McLean Street, Goondiwindi QLD 4390
Monday to Friday - 8:30am to 4:30pm

Inglewood Customer Service Centre
18 Elizabeth Street, Inglewood QLD 4387
Monday to Friday - 8:30am to 4:30pm
Closed 12:00pm to 1:00pm daily

Texas Customer Service Centre
50 High Street, Texas QLD 4385
Monday to Friday - 8:30am to 4:30pm
Closed 12:00pm to 1:00pm daily



GRC Online Feedback Form www.grc.qld.gov.au

**SNAP
SEND
SOLVE**

www.snapsendsolve.com



What if you need an Interpreter?

Council utilizes the service of the Queensland Translating and Interpreting Service (TIS) who can be contacted on **13 14 50**
This service is available 24 hours a day, 7 days a week

What if you have a hearing or speech difficulties?

Contact Council through the National Relay Service on **1300 555 727**



CUSTOMER SERVICE CHARTER

Goondiwindi Regional Council is committed to the provision of timely, efficient, consistent and quality services provided by polite and helpful officers that meet our customers expectations.

To help ensure the achievement of this, Council has developed this Customer Service Charter by which all of our customers will be able to assess our performance against our documented standards.

The principles that guide our actions and decisions when dealing with customers, community and stakeholders are:

- Honesty
- Accountability
- Teamwork
- Respect
- Communication