

Our Customer Service Standards

SERVICE	STANDARD
Answer phone calls	Within 5 rings
Return phone messages	1 working day
Reply to email enquires (if response required)	10 working days
Respond to general correspondence	10 working days
Respond to enquiries made via social media and Council's website	3 working days
Notification if we are unable to keep a commitment	As soon as possible
Respond to general request for service (CRMs)	5 working days
Missed visits – we will leave a card with contact details if you are not home	100%
Other requests, applications, duties etc with timeframes listed in legislation: i.e. <i>Local Government Act 2009, Building Act 1975, Animal Management (Cats & Dogs) Act 2008</i>	As per our Customer Service Policy. Requests or timeframes for service that are specified by legislation will be adhered to and where timeframes are not listed, responses will be within 10 days

Evaluating and improving our performance

Cook Shire welcomes feedback at any time. Your feedback helps us to monitor and improve our services. You can contact us in person, by phone, email or via our website.

PO Box 3 COOKTOWN QLD 4895
10 Furneaux Street COOKTOWN
P • 07 4082 0500
E • mail@cook.qld.gov.au
W • www.cook.qld.gov.au

Cook Shire Council



Customer Service Charter



The heart of the Cape York Peninsula

Customer Service Charter

We are committed to providing an excellent customer experience and aim to deliver on the reasonable service expectations of our customers.

The charter

The Cook Shire Council Customer Service Charter sets out Council's service standards, and explains what you, as our customer, can do if we have not delivered a service to that standard. It also provides Council officers with clear standards to adhere to, recognising that a strong customer focus is integral to our work.

Who are our customers?

Our Customers are people we serve or interact with daily including:

- Residents, clients, voters, businesses, sporting and community groups;
- Councillors, as elected representatives of the community;
- Government departments and non-government organisations; and
- Visitors to Cook Shire.

Our commitment

Council is committed to engaging with our community, delivering customer services that:

- Are focused on our customers' needs;
- Ensure information, resources and services are accessible to all;
- Respect and protect your personal information and adhere to all legislative privacy requirements; and
- Are delivered by skilled, motivated and courteous staff.

Helping us to help you

To assist in delivering our services, we ask customers to:

- Provide accurate and complete information so we can respond appropriately to your enquiry;
- Respect the privacy, safety, needs and rights of other customers;
- Respect the community in which we live;
- Work with us to solve problems;
- Treat our Council officers with courtesy and respect; and
- Provide us with feedback so we can deliver better services.

What you can expect

- We will greet you in a polite and professional manner;
- Serve you promptly at the front counter;
- Answer and return phone calls promptly;
- Treat you courteously and with respect;
- Provide you with necessary information;
- Value your privacy;
- Work with you to solve problems and refer you to an appropriate organisation if we are unable to meet your request;
- Be punctual for meetings;
- Act on our commitments in a timely manner;
- Deliver services of a standard that reflect the high quality of service appropriate from Council by skilled, motivated and courteous staff.

Customer relations

It is expected that customers will engage with Council staff in a courteous and polite manner. Council is committed to responding and engaging with customers in a courteous and professional manner.

However, if customers are personally abusive or use bad language, Council may cease engaging with the customer. If staff feel threatened by inappropriate language or behaviour, the Police may be notified. The Chief Executive Officer may decide to limit or cease responses to a customer if they continue to be abusive or use bad language. A decision of this nature will be communicated to the customer in writing.

Complaint handling

Cook Shire Council understands that you may be dissatisfied with our service, or the behaviour of an employee or agent. Complaints are different from requests for service. Issues raised with Council are often referred to as complaints by customers. The actions we take to resolve many such issues are requests for service and are an everyday part of Council's role. These will be dealt with separately to the formal complaints management process. A complaint may be lodged orally by phone, in writing, in an email, or via our website. Complaints are dealt with by the manager of the relevant area, who will try to resolve the complaint as quickly as possible. Whilst most complaints can be resolved quickly, there are times when detailed investigation is required. If it will take time, we will keep you informed of the progress of your complaint.

If the complaint is about a particularly serious or complex matter or remains unresolved, the complaint should be made in writing to the Chief Executive Officer. Further details on how we deal with complaints are outlined in our Administrative Action Complaints Management Policy and Process.