



Customer Service Charter

We are committed to working with our community to shape Noosa Shire's future.

Council's Customer Service Charter outlines our commitment to you and the process for making requests and providing constructive feedback about the service you receive. This Charter outlines your rights, the standards you can expect and your options if we don't meet those standards.

Our Commitment

The Charter confirms Council's commitment to:

- Provide excellence in customer service
- Engage with our community using best practice
- Provide quality local government services to the Noosa community
- Provide good governance and act ethically
- Be transparent in all of our dealings
- Look after community and natural assets
- Manage community funds wisely
- Be as one with our community

Delivering on our commitment to you

- Where possible we will resolve your enquiry at the first point of contact
- We will answer your call as quickly as possible. Our target is an average answer time of 60 seconds
- We will respond to phone messages within the next 2 business days
- We will acknowledge Email (via mail@noosa.qld.gov.au), Online and App contacts within 2 business days
- We will acknowledge written correspondence within 10 business days
- We will respect your privacy by treating all information you provide confidentially in accordance with the Right to Information Act 2009 (Qld) and Privacy Act 2009 (Qld)
- We will provide service and information online via Council's website, and we will regularly review and update this information

For matters that are more complex we will contact you and provide an estimated time for finalisation.

What if you are not happy with our response?

If we have failed to meet specified standards or if you feel we have mishandled a situation, we will do our best to correct this. If the issue raised cannot be easily resolved, we will involve you in discussions and let you know approximate timelines.

We are committed to dealing with complaints fairly, confidentially and promptly. However, we recognise that there are times when you will disagree with our actions. That is why we have an Administrative Complaints Management Policy in place. In accordance with the Local Government Act 2009 this process is designed to:

- Cover all administrative complaints made to Council
- Require Council to respond quickly and efficiently, and in a fair and objective way
- Include the criteria considered when assessing whether or not to investigate a complaint
- Require Council to inform the affected person of Council's response to the complaint and the reasons behind its decision, (within the guidelines of the Information Privacy Act) unless the complaint was made anonymously

How can you help us provide a better service?

When contacting Council, you can help us by:

- Contact us using our public email, phone number and/or our online portals
- Providing as much accurate information as possible, stating the address or property description, your name and contact number
- Working courteously with our staff to resolve the issue
- Telephoning first if you need a lengthy appointment or meeting with an officer
- Quoting your reference or file number if applicable
- Letting us know when things change e.g. Your contact details
- Providing feedback about your experience with Council – this helps us to improve our services to you