

CUSTOMER SERVICE

The Flinders Shire Council places great emphasis on prompt and efficient customer service. If you advise us of things that have gone wrong, we will take action quickly to put them right.

Our aim at all times is to provide a quality service. We may not always be able to provide complete satisfaction but we will always be trying for the best possible solution.

Our aim is to reach a solution and advise you of that solution within ten (10) working days of your enquiry, request or complaint. Sometimes it is not possible to have a solution within 10 days, as some problems require detailed investigation. However, we will endeavour to acknowledge your enquiry, request or complaint and keep you informed on its progress. Please allow for mailing time.

WHAT IS A CUSTOMER REQUEST OR COMPLAINT?

It is important that we make the distinction between customer **request** and **complaint**.

A **customer request** is an enquiry for assistance to inspect, remove, replace, repair or reinstate Council facilities or amenities that may be damaged or missing as a result of a number of circumstances.

Requests for service/assistance can include:

- Removal of dead animals
- Reporting a pothole
- Reporting maintenance issues or concerns of public amenities
- Reporting Illegal dumping/littering
- Managing pest plants/animals
- Improved street lighting
- Mowing of Council owned land
- Road maintenance
- Wandering animals, and much more.

A **customer complaint** is a complaint about an administrative action of council including the following:

- a) a decision, or a failure to make a decision, including a failure to provide a written statement of reasons for a decision;
- b) an act, or a failure to do an act;
- c) the formulation of a proposal or intention;
- d) the making of a recommendation; and
- e) is made by an affected person.

WHERE DO I MAKE MY REQUEST?

You may make a request by phone, in person, in writing, by email or via our website.

The Manager of each department is responsible for handling of requests relevant to that department.

If your request is of a very serious nature, it will be referred directly to the Governance Coordinator.

Customers sometimes seek the advice from a Councillor. If a Councillor has submitted a request or complaint on your behalf, we will respond to the Councillor within ten (10) working days.

There are times when it is not possible to meet this deadline, e.g. where your request or complaint is a complex one and we need to brief the Councillors on the outcome of our investigations. In these cases you will be kept informed of progress.

At Council we understand that everyone's needs are different so we have a range of options to suit you. We have customer service officers at Hughenden who you can contact either by phone or in person to discuss your service requirements or enquiries.

In Person: 34 Gray Street, HUGHENDEN QLD 4821
Open - Monday to Friday: 8.30am to 5.00pm
Phone: (07) 4741 2900
Email: flinders@flinders.qld.gov.au
Post: PO Box 274, HUGHENDEN QLD 4821

REQUEST AND COMPLAINTS PROCESS

- The Officer that is taking the request/complaint either via phone or over the counter will create a Customer Request.
- The Customer Request will then be forwarded onto the appropriate Manager.
- If you would like a copy of your complaint/request to be printed or emailed to you please advise the Officer taking your request.

SO, WHAT HAPPENS NEXT?

In considering a request/complaint, the relevant Manager or the Governance Coordinator will:

- Examine the information available and follow up points which require clarification.
- Look at any Council Policies which might have a bearing on the complaint.
- Consider whether or not the Council is at fault.
- Consider any necessary action to be taken to correct any fault identified.
- Where appropriate, consider a review of Council's procedures to avoid similar complaints in the future.
- Write a formal letter from Council which will be sent to the Customer advising them of the outcome.

I AM NOT HAPPY WITH THE RESOLUTION OF MY REQUEST/COMPLAINT

Experience has shown that the majority of request/complaints will be satisfactorily resolved by the Manager concerned. However, if you are not satisfied with the outcome, you can ask for a review of your request/complaint by the Governance Coordinator. The Governance Coordinator will then investigate your request/complaint and once this investigation is complete you will be informed of the findings.

WHAT DO I DO IF I AM STILL NOT SATISFIED?

You have the right to approach any of our elected Councillors either in writing, or in person. It is then open to the Councillor to take the matter up on your behalf. While this is the final stage of Council's request/complaints procedure, other avenues remain for you such as The Queensland Ombudsman or the Local Government Division.

APPEALS TO BODIES OR ORGANISATIONS OUTSIDE THE COUNCIL

While you are entitled to refer your complaint directly to these bodies at any time, we would encourage you to allow Council to investigate your complaint in the first instance.

QUEENSLAND OMBUDSMAN:

If you are not satisfied with the outcome of your concerns, you have the right to take your complaint to an external agency, such as the Queensland Ombudsman.

Telephone: (07) 3005 7000
Freecall: 1800 068 908 (outside Brisbane)
Fax: (07) 3005 7067
Email: ombudsman@ombudsman.qld.gov.au
Mail: GPO Box 3314, BRISBANE QLD 4001

CRIME AND CORRUPTION COMMISSION:

If you believe that the complaint involves crime or corruption on the part of a councillor or council officer, this may be reported to the Crime and Corruption Commission to be dealt with externally.

Telephone: (07) 3360 6060
Freecall: 1800 061 611 (outside Brisbane)
Fax: (07) 3360 6333
Email: mailbox@ccc.qld.gov.au
Mail: GPO Box 3123, BRISBANE QLD 4001

OUR SERVICE STANDARDS

EXPECTATIONS OF COUNCIL:

- To provide the best possible service.
- Treat customers courteously, fairly and with respect.
- Listen to customers, taking their views and needs into account.
- Provide customers with necessary and relevant information.
- Be punctual for meetings and appointments.
- Act on our commitments in a timely manner.
- Value the customer's privacy by treating personal information confidentially.

EXPECTATIONS OF CUSTOMERS:

To be able to provide this service, it is expected that our customers observe the following requirements -

- Treat fellow Customers, Council Staff and Councillors with respect and courtesy. Unsocial behaviour including offensive, racist or abusive language, and/or harassing or threatening behaviours will not be tolerated.
- Treat all council facilities, equipment and property with due care and respect.
- Inform Council Staff promptly of any concerns you have relating to the behaviour or conduct of other customers.
- Understand that any member of Council or Council Staff have the right to ask a customer to leave, or cease a conversation, if the customer's actions breach this code of behaviours.

Discovery • Opportunity • Lifestyle

P. 07 4741 2900
F. 07 4741 1741
flinders@flinders.qld.gov.au
www.flinders.qld.gov.au

Address Correspondence to:
Chief Executive Officer
PO Box 274 Hughenden Q 4821
34 Gray St, Hughenden Q 4821



CUSTOMER REQUEST MANAGEMENT (CRM)



This Customer Request Management was developed to demonstrate our commitment to our strong customer service goals in our Corporate and Strategic Plans.

HELP US HELP YOU

Adopted: 19 February 2019
Resolution Number: 2423

