



Our promise to you

Lockyer Valley Regional Council is committed to looking after the needs of our region and providing the best possible service to each and every resident. Our Customer Charter is a document that supports that goal, and is a public statement about how you can expect to interact with us.

We will make it easy to do business with us by offering services that meet your needs in an equitable way. We will create an environment where customers are at the centre of our thinking and our greatest advocates in what we do.

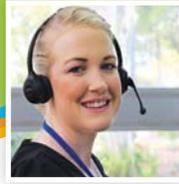
For more information phone **1300 005 872**,
email **mailbox@lvrc.qld.gov.au** or
visit **www.lockyervalley.qld.gov.au**

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Council's
**Customer
Charter**



Our promise to you



In all our dealings we will:

- be honest and act with integrity
- show respect and acceptance, with an open minded approach
- provide clear and open communication
- be accountable and own up to mistakes
- build strong relationships based on trust and respect
- show empathy
- apply a common sense approach.

Customers can expect:

- courteous and professional service
- accurate and consistent information
- 24 hour access to Council emergency services
- confidentiality
- accessible, plain English information
- polite, respectful, informative and helpful staff who provide a sensitive service.

Our Counter Service team:

- will deal with all enquiries accurately and efficiently
- aim to resolve 80 per cent of enquiries through our Customer Service Team and where possible, will resolve your enquiry on-the-spot.

When you call us:

- where possible, your call will be answered, by the fifth ring
- if you are making a request that we will need to action, we will give you a reference number to quote should you need to re-contact us
- we will minimise call waiting times.

When you write to us:

- we will respond within 10 working days of Council receiving the correspondence
- we will contact you if there is a delay in meeting the 10 day commitment
- you will receive an automated reply (if contacted via email) which will clearly outline our response timeframe.

We ask our customers to:

- treat staff with courtesy and respect
- respond to Council as soon as you are able
- quote your reference number or file number if applicable
- provide complete and accurate information
- keep us up to date with changes
- make appointments for complex enquiries
- provide feedback on our service.

Measuring our performance

We will continually review our service delivery and implement service improvement projects where required.

We welcome your feedback

We encourage positive and/or negative feedback from customers via our website and have formal procedures in place for complaint handling.

If you wish to lodge a formal complaint, please see Council's Complaint Handling Procedure which is available on Council's website.

We welcome your feedback and suggestions and will take these into consideration to improve our service to you.



To help us serve you better, contact us via:

 online, visit www.lvrc.qld.gov.au
click on 'Contact us'

 email mailbox@lvrc.qld.gov.au

 telephone **1300 005 872**

 mail, post to **Lockyer Valley Regional Council,
PO Box 82, Gatton Qld 4343**

 visiting a **Customer Service Centre**