

Customer Service Charter



OUR SERVICE STANDARDS

Lockyer Valley Regional Council is focused on delivering excellent customer service through innovation and the delivery of efficient and effective services.

We are committed to providing friendly and professional services by:

- Treating you with respect and courtesy;
- Handling your information with privacy;
- Providing easy access to our services;
- Providing accurate, consistent and timely information; and
- Complying with legislation.

You can help us assist you by providing relevant information, complying with all laws and treating us with respect and courtesy.

CALL US

Our Customer Contact team are available between 8.30am and 4.30pm Monday to Friday. An After Hours Emergency Service is available outside of these hours.

If we are unable to answer your call promptly, we offer a call back feature for your convenience.

We endeavour to resolve 75 per cent of calls at first point of contact.

WRITE TO US

- Send your correspondence via email or mail; or
- Submit a request via the Snap Send Solve mobile app.

All correspondence will be distributed to the relevant Council branch within one (1) business day. We aim to respond within ten (10) business days.

If we are unable to resolve your issue within this timeframe, we will provide progressive updates.

VISIT US

Our Customer Contact Centres are open Monday to Friday at the following locations:

- 26 Railway Street, Gatton from 8.30am – 4.30pm
- 9 Spicer Street, Laidley from 9am – 4.30pm

Appointments can be made at our Gatton location with specialist staff for information or professional advice relating to town planning, plumbing and building, licencing and permits.

WE VALUE YOUR FEEDBACK

We encourage feedback from customers to help us improve our services. You can acknowledge great performance by lodging a compliment online.

If we fail to deliver on our commitments, or you are dissatisfied with our service, please follow our complaints process via our website.

Contact us!



Email us
mailbox@lvrc.qld.gov.au



Telephone us (24/7 Support)
1300 005 872



Chat with us online
www.lockyervalley.qld.gov.au

Connect with us!



Visit our website
www.lockyervalley.qld.gov.au



Follow us on Instagram
[@LockyerValley_RegionalCouncil](https://www.instagram.com/LockyerValley_RegionalCouncil)



Like us on Facebook
[LockyerValleyRegionalCouncil](https://www.facebook.com/LockyerValleyRegionalCouncil)



Follow us on Twitter
[@LockyerValleyRC](https://twitter.com/LockyerValleyRC)



View our YouTube channel
[/lvcouncil](https://www.youtube.com/lvcouncil)



Connect with us on LinkedIn
[Lockyer Valley Regional Council](https://www.linkedin.com/company/LockyerValleyRegionalCouncil)