



Australia's most sustainable region – vibrant, green, diverse

Customer Charter

Our commitment to you

Sunshine Coast Council aspires to be recognised for its commitment to excellence in customer service.

(Corporate Plan 2014 to 2019)

This commitment means endeavouring to make doing business with council a positive experience. It includes treating you honestly and fairly, consulting with you on key decisions, and continually reviewing our services to both increase efficiency and to better match our services to your needs.

The Sunshine Coast Council Customer Charter reflects this commitment. It provides a clear framework for what you can expect from us and how you can help us get better at what we do.



Our commitment to you is

- to consult with you regarding major decisions and projects
- to provide you with access to council via a choice of familiar, contemporary and user friendly contact options
- interactions that are courteous, respectful, helpful and easy to track
- to respond to requests and complaints in a timely and professional manner

- to protect your privacy in accordance with *Right to Information Act 2009 (Qld)* and *Information Privacy Act 2009 (Qld)*
- to provide feedback or updates if requested
- to understand your needs by providing opportunities for you to be involved in improving our services.

You can help us meet our commitments by

- treating staff with courtesy and respect
- providing complete and accurate information when dealing with us
- letting us know when things change eg. your contact details
- responding to council as soon as you are able
- contacting the nominated officer and/or quoting your reference or file number if applicable
- providing feedback about your experience with council – this helps us to improve our services to you.

When you disagree

Council is committed to dealing with complaints fairly, confidentially, promptly and in a respectful manner.

However, we recognise that there are times when you will disagree with our actions.

That is why we have a *Complaints Management Policy* and process in place.

In accordance with the *Local Government Act 2009* this process is designed to:

1. cover all administrative complaints made to council
2. require council to respond to complaints quickly and efficiently, and in a fair and objective way

3. include the criteria considered when assessing whether or not to investigate a complaint
4. require council to inform the affected person of council's response to the complaint and the reasons behind its decision, unless the complaint was made anonymously.

Our service standards

On-Line:

You can contact us online 24 hours a day, seven days a week by visiting www.sunshinecoast.qld.gov.au and clicking on 'Contact Council' or 'MyCouncil Log In'.

MyCouncil on-line services provide convenient, secure access to council services.

When you contact us on-line during business hours we will endeavour to:

- respond within 60 seconds to your request to chat on line
- respond to your email request within three working days if the matter is routine
- contact you within 20 working days with a full response if the issue is more complex
- provide you with a reference number so that you can track your request.

And outside of business hours we will:

- email you an immediate acknowledgement of your email request
- respond to your request within three working days if the matter is routine
- on week-ends and Public Holidays, refer requests that require urgent attention to our after hours service.

By Phone:

You can phone us 24 hours a day, seven days a week on (07) 5475 7272.

When you phone us during business hours we will endeavour to:

- answer your call within 60 seconds
- respond to your enquiry without having to refer you to another person, 90 per cent of the time
- give you a reference number for requests requiring an action for you to quote should you need to re-contact us
- let you know when someone will get back to you if we cannot answer your call on the spot
- requiring an action for you to quote should you need to re-contact us.

When you phone us outside business hours:

- emergencies will be responded to as a matter of priority
- all other calls will be responded to the next business day.

By Mail:

When you write to council we will endeavour to provide a written response within 20 working days.

In Person:

When you visit us at one of our Customer Service Centres, we will endeavour to attend to your enquiry within five minutes.

Contact us

Sunshine Coast Council offices are open for business 8.30am to 4.30pm, Monday to Friday. Our call centre is open until 5pm and after hours for emergencies only.

On-Line www.sunshinecoast.qld.gov.au

Phone (07) 5475 7272

Mail Locked Bag 72
Sunshine Coast Mail Centre Q 4560

In person

Caloundra, 1 Omrah Avenue

Maroochydore, 10 First Avenue

Nambour, Corner Currie and Bury Streets

Translating and Interpreting Service (TIS)
131 450

Hearing and/or speech impaired

- National Relay Service 1800 555 660
- TTY/Voice 133 677
- Speak and Listen 1300 555 727

To find out more about council, including information on specific council services, MyCouncil, events and products:

- visit our website www.sunshinecoast.qld.gov.au
- Follow us on Facebook www.facebook.com/sunshinecoastcouncil
- Follow Council Twitter www.twitter.com/CouncilSCC
- sign up for council's eNews (via our Website)
- read Spotlight in your local newspaper.