



Gympie Regional Council

Customer Service Charter



Our Values

Accountable

We take responsibility for our actions, we will be accessible and fair.

Consistent

Our actions will reflect Council's guidelines and practices at all times.

Appreciative

We value the opportunities we have, and look for the best in our people, our organisation and our community.

Communicative

We will keep people informed, consult with the community and will actively listen to and respond to their input.

Respectful

We treat people with dignity, courtesy and respect. We recognise and support everyone's contributions.

"Our vision for the region is to be the natural choice to live, work and play."

"Our purpose is to actively serve our community and plan for the future of the region."

Help us to help you

By being courteous and respectful to our staff.

By respecting other customers.

By providing us with complete and accurate information.

By working with us to solve problems.

Feedback

Your feedback is important to us and helps us better serve our community. It may be about resolving a complaint matter, or advising us of an experience you have enjoyed. All feedback helps us improve our services. So how do you give feedback? It's as simple as contacting us via email, phone or mail.

Your privacy

We will respect and protect your personal information in line with Council's Information Privacy Policy.

You can find this policy online at gympie.qld.gov.au.

Complaints resolution process

We do our best to resolve complaints within 10 business days. If we cannot resolve your complaint within this timeframe, you will be kept informed of our progress.

More information on complaint resolution is available online at gympie.qld.gov.au or by contacting us.





Service Standard

Our Customer Service Charter explains how staff at Gympie Regional Council will respond to you.

Our purpose is to actively serve our community and plan for the future of the region.

Staff are committed to this purpose and guided by Council's corporate values to be: accountable, consistent, appreciative, communicative and respectful.



How to contact us

Email or Website

council@gympie.qld.gov.au | gympie.qld.gov.au

You can submit an online enquiry via the Gympie Regional Council website.

Phone

1300 307 800

8.30am – 4.45pm Monday to Friday (Public holidays excluded)

When you contact us via our 1300 number we will endeavour to resolve your enquiry immediately. However for matters more complex in nature, you will be given a reference number to track your request.

After hours emergencies

For after hours Council related emergencies, please call 1300 307 800.

Mail

Gympie Regional Council, PO Box 155, Gympie QLD 4570

When you contact us via mail, we will respond within 10 business days from the receipt of your letter.

In Person

Our office hours are 8.30am to 4.30pm Monday to Friday (Public holidays excluded).

You can find us at:

Gympie: Town Hall, 2 Caledonian Hill, Gympie

Kilkivan: 26 Bligh Street, Kilkivan

How we will respond to you

Our staff will work together to respond to your requests and enquiries. If we cannot give you a complete answer within 10 business days we will contact you and provide an estimated time for finalisation.

From time-to-time circumstances may occur beyond our control which may affect our ability to meet this commitment. In these instances we will keep you updated on the progress of your enquiry or request.