

Customer Service Charter



Gympie Regional Council is committed to providing high level customer service to our community, making Gympie region the natural choice to live, work and play. This Customer Service Charter outlines our customer service commitments.

We are committed to:

- Treating you courteously, with respect and understanding
- Resolving your enquiry at the first point of contact or recording a request for action
- Responding in a friendly, professional and timely manner
- Prompt and efficient services
- Easy access to our services.

And we will:

- Provide accurate and consistent information
- Consult with you when decisions need to be made
- Make fair decisions
- Fix our mistakes willingly
- Value your privacy.

How you can help us

- Communicate with our staff with shared courtesy and respect
- Provide us with accurate and complete information
- Work with us to resolve your request
- Respect our community's property.

We value your feedback

Your feedback will provide us with valuable information to allow for continuous customer service improvement.

View our [Customer Service Standards](#) online.

Contact Gympie Regional Council

Phone: 1300 307 800 (*including after hour emergencies*)

Fax: (07) 5481 0801

Email: council@gympie.qld.gov.au

Website: www.gympie.qld.gov.au

Postal Address: PO Box 155, GYMPIE QLD 4570

Council's values: accountable, consistent, appreciative, communicative, respectful