

Redland City Council Customer Charter

Our promise

When interacting with the community we will provide a professional and seamless customer experience at all touch points across Council.

Redland City Council is committed to making a positive difference in our customers' lives through the services we provide to ensure we are delivering real value.

Our commitment is to:

- listen to you and treat you with courtesy and respect
- respond to your enquiries in a timely manner
- deal with complaints fairly, promptly and professionally
- respect your privacy and keep information confidential
- continuously improve our service by proactively seeking feedback.

You can help us meet our charter commitments by:

- treating our employees with respect and courtesy
- being open and honest in your dealings with us
- letting us know when your contact details or circumstances change
- providing feedback to help us better understand your needs.

Our Mission

Make a Difference, Make it Count.

Our Values

One team

- Collaboration drives our impact and evolution.
- We work and learn together.

Serve with pride

- It's a privilege to support our community.
- We work hard and innovate to deliver outcomes that matter.

Safety at heart

- Our team's safety and wellbeing are the responsibility of all of us.
- So is making Council an inclusive place where everyone belongs.

Listen and be heard

- We speak up with courage, we listen with respect.
- We welcome new ideas and perspectives.

Own it with integrity

- We must be accountable for what we do.
- Our team thrives when everyone plays their part.

Our Service Standards

We are committed to communicating with you in a timely manner and being responsive to your issues and concerns.

Contacting us

We aim to acknowledge your enquiry and to provide a timely response.

Online

- Information about our services and customer service standards can be found on Council's website at redland.qld.gov.au
- For online services, you can login to myServices at redland.qld.gov.au

Email our corporate mailbox

- You can email us at rcc@redland.qld.gov.au

Mail

- You can write to us at:
PO Box 21
CLEVELAND QLD 4163

Phone

- You can call our Customer Contact Centre on **(07) 3829 8999**.
- We aim to resolve your query at the first point of contact where possible.
- We aim to answer phone calls within 20 seconds at least 80% of the time.

In person

- Our Customer Service Consultants can assist with enquiries relating to Council services including rates payments, waste, water and planning.
- Customer Service Centres are located in Cleveland, Victoria Point and Capalaba.
- Please visit redland.qld.gov.au/contact for location and opening hours.
- We assist hearing impaired customers by providing audio loops at our Customer Service Centres.

Well-trained employees ready to assist you

- Customer service training is provided to all employees on systems and processes so they can best assist you.
- Recruitment processes, and selection and retention strategies, ensure the right people are employed to assist you.

Reporting an issue

If you notice an issue in the community that is life-threatening, please contact emergency services on phone number 000.

If you notice an issue or problem in your community that relates to Council services or assets, please phone **(07) 3829 8999**, email rcc@redland.qld.gov.au or login to myServices at redland.qld.gov.au to report the issue.

Response outside standard business hours

If you notice an issue in the community that is life-threatening, please contact emergency services on phone number 000.

After business hours, Council responds to Council service emergencies on matters of significant concern that should not be left to the next business day to resolve. If your call relates to a non-emergency then please call the next business day.

Payment options

Prompt payment assists us to deliver services to the community. There are many payment methods available that are listed on your rates notice or invoice. For payment assistance, please contact Council as early as possible so we can discuss available options and work with you to find a solution.

Feedback

We value your feedback about our operations and services to allow for continuous customer service improvement. We commit to delivering customer service in line with our Customer Experience Policy and Customer Service Standards and Interaction Guideline. Customers can provide feedback by contacting us.

Redland City Council's Redland Water Customer Service Commitment Statement details the services we offer, the rights and responsibilities of customers and the dispute resolution process