

**IPSWICH CITY COUNCIL**

# **CUSTOMER CHARTER**

Putting our customers at the centre of everything we do



**City of  
Ipswich**

Our Customer Charter outlines our commitment to provide professional and seamless services to our community. We have an empowered, connected, resilient workforce and a culture that supports us to perform at our best.

We have a shared purpose to support and guide us, 'Together we proudly enhance the quality of life for our community'.

## Our customers

Our customers are people we serve or interact with every day to deliver services within Ipswich. This includes residents, ratepayers, businesses, community groups, contractors, employees, elected members, governments and government organisations.

## Our principles

Our CARE principles form the foundation of our customer service.

**C** We will deliver **CONSISTENT** experiences across channels by working as one team and meeting expectations every time.

**A** We will be **APPROACHABLE** by offering channels of customers' choice to deliver personalised and relevant experiences.

**R** We will be **RESPONSIVE** by taking a data-driven approach to deeply understand customers and proactively respond to their needs continuously.

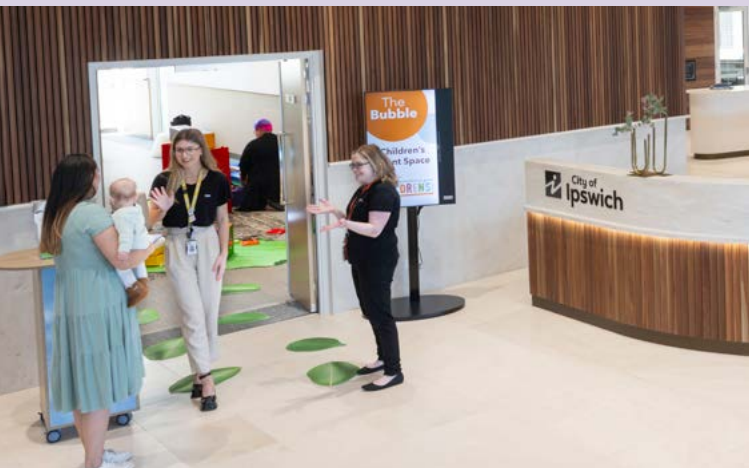
**E** We will be **EFFICIENT** by being easy and simple to deal with using automated processes, digital services and getting it right the first time.

# Our commitment to you

We are committed to delivering the right services by actively connecting with our customers, meeting their expectations, and making a difference now and into the future.

During our interactions with you, we will:

- provide you with accurate, timely and consistent information
- treat you with respect, providing fair, unbiased and personalised service
- aim to resolve your enquiry at the first point of contact, or set clear expectations and commitments on the next steps
- keep you informed and follow up on our commitments
- recognise and respond to the diverse needs of our community and act with proper regard and sensitivity
- focus on solutions for you, the customer, where possible
- empower and train our staff to take ownership and deliver positive outcomes
- respect your personal information and privacy
- welcome your feedback and comments as a continuous improvement opportunity.



# How you can help us

To assist us in delivering quality customer service we ask you to:

- treat us and other customers with respect, kindness and behave in a polite manner
- provide complete and accurate details when making a request or seeking information so we can respond in a timely manner
- tell us promptly of any change to your name, contact details or circumstances
- work with us to solve problems and reach solutions
- provide us with your feedback if our service does not meet your expectations and share your ideas on how we can improve.

Council has a responsibility to provide its staff and customers with a safe environment.

Unreasonable customer conduct will be dealt with under the Unreasonable Customer Conduct Policy which can be accessed via our website. This may result in council offering alternative or restrictive service arrangements.



# Tell us how we are doing

We are committed to recognising the importance and value of listening and responding to our customers.

## Feedback

We encourage and welcome your feedback as it gives us the opportunity to recognise the great service provided by our staff. It also contributes to our continued improvement of customer service excellence.

## Complaints

If you are not satisfied with our service in any way, please let us know so we can investigate the issue and identify and act on solutions where possible. This will allow us to work towards improving our service and continuing to strengthen our relationship with our customers. Council is committed to keeping our customers informed until a resolution is achieved.

Your feedback or complaints can be lodged via the online [Feedback form](#) located on council's Customer Feedback Information webpage or email [cmu@ipswich.qld.gov.au](mailto:cmu@ipswich.qld.gov.au)



## We will protect your personal information

We're committed to protecting the privacy and security of our customers. This includes respecting the confidentiality of your feedback and personal information in accordance with our [Privacy Statement](#) which can be accessed via our website.

## We will consider your human rights

Council is committed to protecting and promoting human rights in all the work we do – from the decisions we make to the services we provide. This commitment is stated in council's Human Rights Policy and reflects council's obligations under the *Human Rights Act 2019* (Qld).

## How to contact us

**Phone:** (07) 3810 6666  
Monday – Friday 8.00 am – 4.30 pm

**In person:** Ipswich City Council  
Ground Floor, 1 Nicholas Street  
Monday – Friday 8.00 am – 4.30 pm  
*Access secure undercover parking off Bremer Street*

**Emergencies:** (07) 3810 6666 (all hours)

**Email:** [council@ipswich.qld.gov.au](mailto:council@ipswich.qld.gov.au)

**Post:** PO Box 191  
Ipswich QLD 4305

**Online:** [ipswich.qld.gov.au](http://ipswich.qld.gov.au)

### Acknowledgement of Country

Ipswich City Council respectfully acknowledges the Traditional Owners as custodians of the land and waters we share. We pay our respects to their Elders past, present and emerging, as the keepers of the traditions, customs, cultures and stories of proud peoples.