

# CUSTOMER SERVICE CHARTER

Serving the Western Downs region together



## TOGETHER WE MAKE **A REAL DIFFERENCE**

*We are committed to providing every customer with a positive and professional experience which focuses on a solution*

### ACKNOWLEDGE



We **always** acknowledge your request.

### CLOSE THE LOOP



We will get back to you **within 10 days**.

### IMPROVE



We value your **feedback**.  
Tell us what you think.  
Your feedback helps us **improve** our **performance**.

### INNOVATION



We are making it **faster** and **easier** for you to connect with Council.