

City of Logan Customer Charter



logan.qld.gov.au



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Message

from our Mayor and CEO

Our **Corporate Plan 2021–2026**¹ is our assurance to residents that we are listening and aligning community aspirations with Council’s priorities.

The Customer Charter is our commitment to delivering high-quality services. It identifies standards to measure our performance, and provides our employees with clear expectations in delivering service excellence to the community we serve.

Our Customer Charter ensures our commitment to putting your voice at the centre of our decisions now and into the future.

Mayor Darren Power and
Darren Scott, Chief Executive Officer

¹ logan.qld.gov.au/corporate-plan



Acknowledgement of Country

Logan City Council acknowledges the Traditional Custodians of the land, pays respect to Elders past, present and emerging, and extends that respect to all Aboriginal and Torres Strait Islander peoples in the City of Logan.

Our Customer Charter

The Customer Charter is the foundation of Council's commitment to putting customers at the heart of everything we do by being easy to deal with, there when you need us, listening and getting the job done right.

Who are our customers?

Our customers are people who interact with us whether they are residents, ratepayers, business operators, visitors, contractors, employees, Councillors, or other government and non-government organisations.

About our Customer Charter

Logan City Council's Customer Experience Strategy 2020–2024 outlines the guiding principles for Council to deliver an exceptional customer experience. The Customer Charter is a critical component of the Customer Experience Strategy, as it helps guide Council staff to deliver on our customer service commitment and meet service standards.

At Logan City Council, our purpose, goals, and values² drive how we conduct ourselves and interact with you, our customers.

Most importantly, your feedback has informed us about how we can uphold the values important to you when delivering exceptional customer service.

How we will deliver the best experience to you

We are committed to making sure our employees take a ‘community first’ approach in our dealings, so that:

- › our customers have the best experience
- › our performance meets our customer’s expectations
- › our services meet the needs of our customers now, and into the future
- › we provide value for money services to our community.

We will achieve this by:

- › understanding our customer needs
- › engaging with customers in a meaningful way to help identify and prioritise services now and into the future
- › embedding a customer-centric culture by ensuring we have the right people, internal processes, systems, and tools to enable our employees to deliver great customer experiences
- › being transparent in our service delivery.

When dealing with you, our employees will:

- › act in a professional, friendly, and helpful manner
- › treat you with respect, listen to your concerns, and communicate with you in plain and simple language
- › provide consistent, accurate and easy-to-understand information
- › take ownership if we make a mistake and work with you to find the right resolution
- › take ownership of your enquiry or request and ensure our response is relevant, genuine and timely
- › stay connected with you so that you are informed of the progress of your enquiry or request.

² logan.qld.gov.au/our-organisation/vision

How you can help us

To help us deliver the best experience to you, we kindly ask that you:

- › treat our staff with the same courtesy and respect we show you. Behave appropriately and respect the rights of other customers. Verbal or physical abuse will NOT be tolerated.
- › provide honest and accurate information when dealing with us, so that we can respond in the most appropriate way, as quickly as possible.
- › let us know when your contact details or circumstances change as this will help us keep your information up to date and accurate.
- › pay your bills on time. This will avoid unnecessary penalties and helps us to deliver services to the community. If you are having trouble paying a bill, please contact us as early as possible to discuss available options that we can help with.
- › follow all reasonable directions or instructions. This will assist us in meeting our service levels and your expectations.

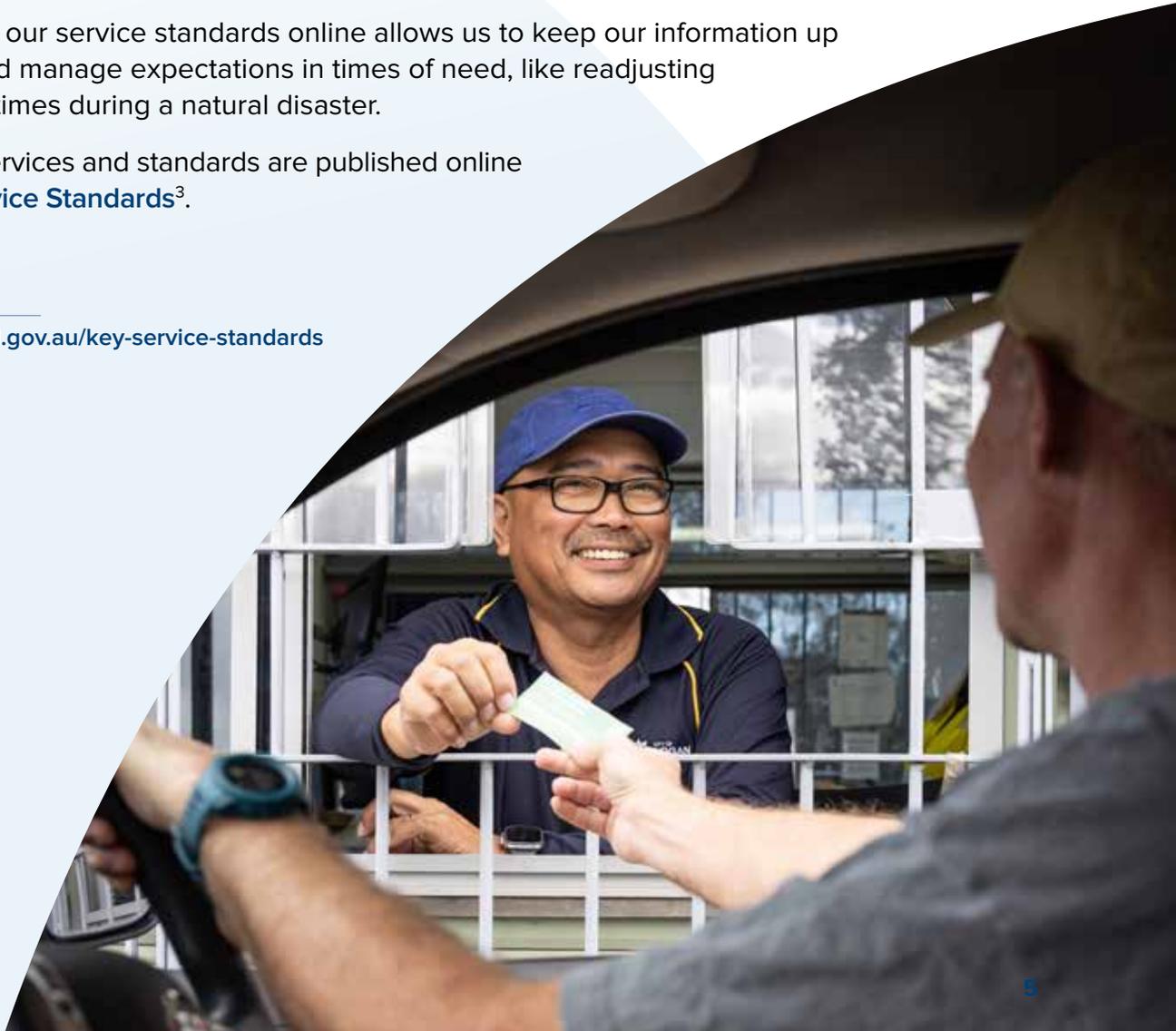
Service standards

We understand our services are important to you and can impact your daily life. This means we need to be upfront about the time it takes to respond to your enquiry.

Publishing our service standards online allows us to keep our information up to date and manage expectations in times of need, like readjusting response times during a natural disaster.

Our key services and standards are published online – [Key Service Standards](#)³.

3 logan.qld.gov.au/key-service-standards



Channel of choice

We value your time and are committed to offering you convenient access to our services.

Below is an overview of the available channels that you can use to contact us and our initial target response time for each one.

Channel	Description	Our promise to you
<p>Online (self-service)</p> 	<p>We provide a range of self-services through our website: Online Services⁴.</p>	<p>By self-serve we will:</p> <ul style="list-style-type: none"> › ensure available self-services and relevant information are accessible on our website. <p>Refer to our Key Service Standards⁵ for response times.</p>
<p>Email</p> 	<p>All enquiries can be emailed to council@logan.qld.gov.au</p> <p>If your request is an urgent issue, unplanned outage or public safety concern please contact the Customer Service Centre on 07 3412 3412. Do not send an email in this instance.</p>	<p>By email we will:</p> <ul style="list-style-type: none"> › acknowledge receipt by auto reply and include our privacy collection notice › lodge a request for service (if applicable) within 3 business days › send a response or an update within 10 working days from when the email was received. <p>Standards do not apply to unsolicited mail, sales, or promotional material.</p>

4 logan.qld.gov.au/online-services

5 logan.qld.gov.au/key-service-standards



Channel	Description	Our promise to you
<p>Social Media</p> 	<p>You can contact us via our social media channels, which include:</p> <ul style="list-style-type: none"> › Facebook › Twitter › YouTube › LinkedIn › Instagram 	<p>By social media we will:</p> <ul style="list-style-type: none"> › Acknowledge or respond to requests for services or information received via our corporate social media channels within 4 hours during business hours. <p>Please refer to our social media Policy⁶ for more information on how our employees interact with customers using social media platforms.</p>
<p>Phone</p> 	<p>You can call us on 07 3412 3412 (including after hour emergencies).</p> <p>This is the best contact method for urgent issues, outages, and public safety concerns, for example to report:</p> <ul style="list-style-type: none"> › an aggressive dog › roaming stock (cattle) › burst water mains. <p>🌐 If you need an interpreter, please call the Translating and Interpreting Service (TIS) on 131 450.</p> <p>🌐 If you have a hearing or speech impairment you can contact the National Service on 133 677 (hearing impaired) or 1300 555 727 (speech impaired).</p>	<p>By phone we will:</p> <ul style="list-style-type: none"> › answer your call on average within 45 seconds › return calls within one working day or as agreed › resolve 80 per cent of enquiries at the first point of contact (07 3412 3412) by lodging a request or providing you information › provide an emergency after-hours service so that we can respond to urgent issues. <p>Please remember that during emergency events (weather events or pandemic) there may be an increase in wait time.</p>

6 logan.qld.gov.au/socialmedia

Channel	Description	Our promise to you
<p>In person</p> 	<p>Council has three service centres across the City of Logan that you can use to get in-person assistance:</p> <p>Logan Central</p> <ul style="list-style-type: none"> 📍 150 Wembley Road, Logan Central 📅 Monday to Friday 🕒 8:00 am to 5:00 pm (excluding public holidays) <p>Beenleigh</p> <ul style="list-style-type: none"> 📍 105 George Street, Beenleigh 📅 Monday to Friday 🕒 8:00 am to 4:45 pm (excluding public holidays) <p>Jimboomba</p> <ul style="list-style-type: none"> 📍 18–22 Honora Street, Jimboomba 📅 Monday to Friday 🕒 8:00 am to 4:45 pm (excluding public holidays) 	<p>Face to face we will:</p> <ul style="list-style-type: none"> › deal with your request promptly. › make specialist employees available by phone or in person, either on request (making a mutually convenient appointment) or by prior arrangement. › resolve 80 per cent of enquiries during your visit by lodging a request or providing you with information.
<p>Post</p> 	<p>You can send written correspondence to us by posting it to:</p> <p>Chief Executive Officer Logan City Council PO Box 3226 Logan City DC QLD 4114</p>	<p>By written correspondence we will:</p> <ul style="list-style-type: none"> › lodge a request for service (if applicable) within 3 business days › send a response or an update within 10 working days from when the correspondence was received, this does not include Australia Post delivery times. <p>Standards do not apply to unsolicited mail, sales, or promotional material.</p>

Providing feedback on our services

Your feedback on our service, employees and processes is very important.

We are committed to dealing with all feedback fairly, confidentially, promptly and in a respectful manner.

We monitor and review customer satisfaction surveys, feedback forms, complaints, and social media to help assess our performance and find out areas for improvement based on customer's wants and needs.

We rely on our customers to provide us with honest and fair feedback about our operations and services. This is so we can understand areas of our business that need improving.

You can submit feedback using one of the following methods:

- › Complete an [Online Enquiries and Feedback form](#)⁷.
- › Complete a customer feedback form
 - › Complete a customer satisfaction survey – these are sent out to customers every month (randomly selected) by mail, email, and SMS.
- › Send us an email at council@logan.qld.gov.au
- › Post us a letter to PO Box 3226, Logan City DC QLD 4114
- › Call us on 07 3412 3412

⁷ logan.qld.gov.au/connect-with-us/online-enquiries-feedback



Your rights as a customer

We believe it's essential that every customer is aware of and understands their rights when interacting with us. Your interactions with us will be broadly governed by the *Human Rights Act 2019*, *Information Privacy Act 2009*, and *Local Government Act 2009*.

Report it

If you notice an issue or concern in the community that needs action from us, you can visit [Online Services](#)⁸ to report it.

You can also report an issue or concern by using your preferred channel of choice (refer to page 6).

Examples of community issues or concerns might include:

- › a dog that is barking excessively
- › a garbage bin that has not been collected
- › graffiti in the local park.

Please phone us if the matter is urgent and one of our employees will action your request.

Refer to the [Key Service Standards](#)⁹ for more information and expected response times (by service request type).

Making a complaint (Administrative Action Complaint)

If you are not satisfied with our service, a decision and/or a Council employee's conduct, you can submit an Administrative Action Complaint.

We follow the process set out in the [Administrative Action Complaints Policy](#)¹⁰.

How to submit a complaint

You will need to send your complaint to us in writing, using one of the following methods:

- › fill in the [online form](#)¹¹
- › email us at council@logan.qld.gov.au
- › [post](#)¹² us a letter
- › call us on 07 3412 3412.

8 logan.qld.gov.au/online-services

9 logan.qld.gov.au/key-service-standards

10 logan.qld.gov.au/administrative-action-complaints-policy

11 logan.qld.gov.au/complaint-form

12 logan.qld.gov.au/connect-with-us



How to dispute a penalty or infringement

If you do not agree with a penalty you have received, or a decision made under a local law, you have the right to make a complaint and/or appeal the decision.

Refer to the [Request for review of a fine \(infringement\) guideline](#)¹³ for more information.

How to request access to Council information

If you wish to make a request for information, please review the details at [Right to Information and Information Privacy request for documents](#)¹⁴.

Customers' personal information

We protect our customers' privacy when handling personal information in accordance with the *Information Privacy Act 2009*.

Our [Privacy Statement](#)¹⁵ governs how we collect, handle, and disclose your personal information.

Councillor information

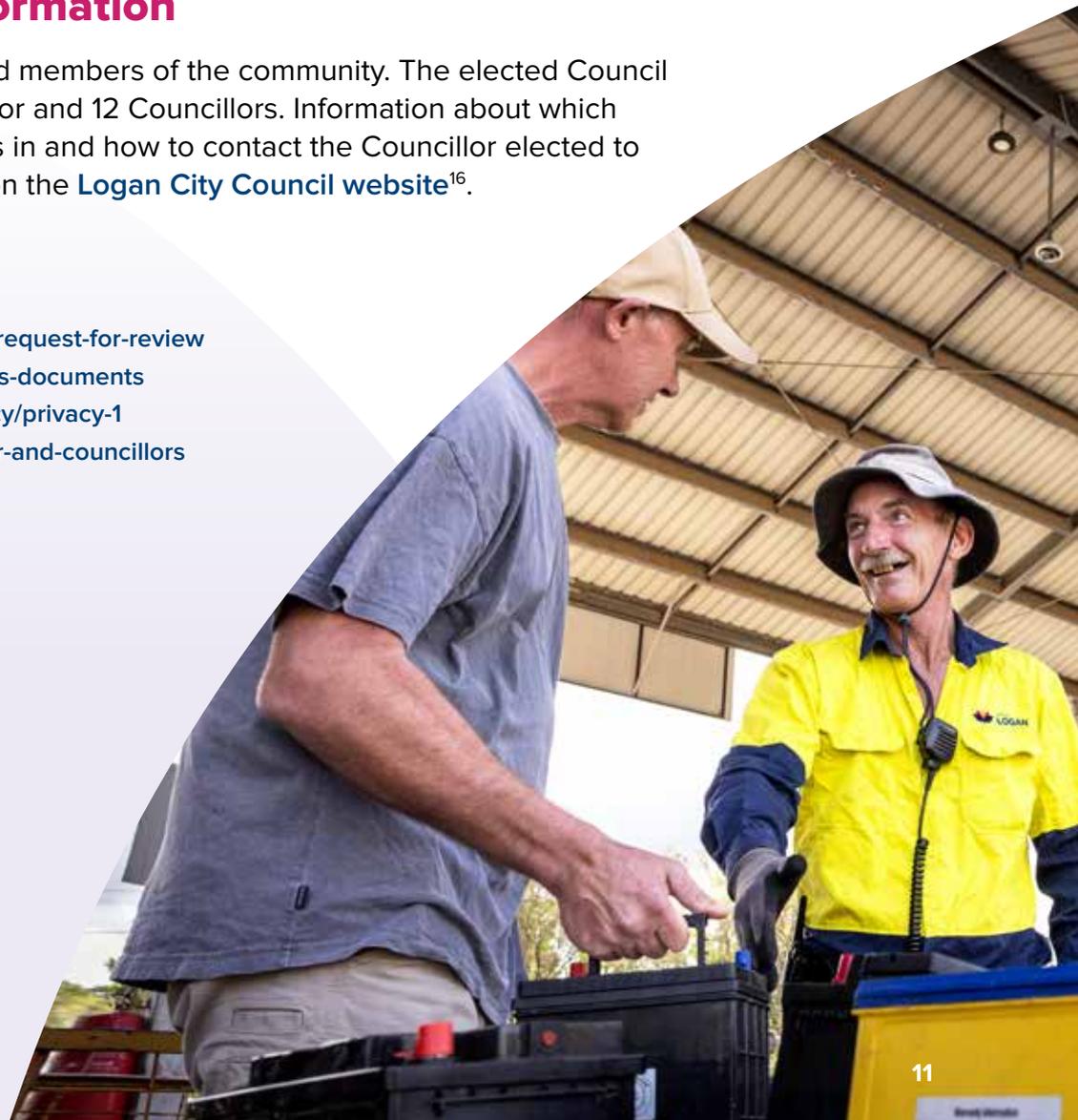
Councillors are elected members of the community. The elected Council is made up of the Mayor and 12 Councillors. Information about which Division your suburb is in and how to contact the Councillor elected to that area is available on the [Logan City Council website](#)¹⁶.

¹³ logan.qld.gov.au/fines/request-for-review

¹⁴ logan.qld.gov.au/access-documents

¹⁵ logan.qld.gov.au/privacy/privacy-1

¹⁶ logan.qld.gov.au/mayor-and-councillors



Logan City Council

📍 150 Wembley Rd
Logan Central QLD 4114

☎ 07 3412 3412

✉ council@logan.qld.gov.au

logan.qld.gov.au

