

ABOUT US

Our People:

We respect, care about, support and develop our people. We provide a safe workplace where people can explore opportunities, enjoy themselves and achieve high levels of personal job satisfaction.

Excellence:

We create an environment where people are clear about expectations and accountable for achieving excellent outcomes. We foster enquiry, innovation and creativity with a focus on continuous improvement.

Leadership:

We encourage leadership aligned to our values at all levels of our organisation. We work together to best use our skills and knowledge to pursue challenges and to deliver excellent services to our customers and our communities.

Integrity:

We are honest and open by saying what we believe, doing what we say and giving permission for others to do the same. We take responsibility, individually and as a team, for all that we do.

OUR MISSION

Blackall-Tambo Regional Council's mission is to provide excellent local government services to our community that contribute towards the achievement of council's vision for the communities of Blackall and Tambo.

We expect all of our staff to be committed to pursuing excellence in their roles and be proud ambassadors for the Council.


VISIT US

Our Customer Service Centres are open Monday to Friday
8.22am–4.45pm (Excl Public Holidays)

 **BLACKALL**
6 Coronation Drive

 **TAMBO**
21 Arthur Street

CONTACT US

 07 4621 6600

 admin@btrc.qld.gov.au

 www.btrc.qld.gov.au

 PO Box 21, Blackall Qld 4472

COUNCILLOR CONTACTS

Contact details for the Mayor and Councillors are located on the Council's website.



CUSTOMER SERVICE CHARTER



Blackall-Tambo
Regional Council

OUR CUSTOMER SERVICE PROMISE

Blackall-Tambo Regional Council is committed to providing excellent local government services to our community.

We expect all of our staff to be committed to pursuing excellence in their role and be proud ambassadors for the Council.

We will deliver consistent customer service with integrity, accountability and common sense.

We will monitor and evaluate our service to ensure the standards set out in this charter are achieved.

OUR SERVICE COMMITMENT TO YOU:

Greet and listen to you and treat you with respect, open mindedness, courtesy and understanding.

Provide you with clear, accurate and complete information that is easy to understand.

Respect your privacy and keep your information confidential in accordance with relevant legislation.

OUR SERVICE STANDARDS

Telephone	Within 5 rings Return your call by end of the next working day
Written or Electronic Correspondence	Reply to you within 10 working days
Service requests (website, email, phone, in person, Snap Send Solve)	Respond within 10 working days
Keeping you informed	Notify you if there is a delay in our service commitment within 10 working days.



**SOMETHING NEED FIXING?
SNAP, SEND, SOLVE IT.**

Scan the QR Code to tell Council what needs fixing in our community.



YOUR COMMITMENT TO US

To enable us to fulfil our Charter we require our community to work with us in a fair, reasonable, cooperative and courteous manner.



Blackall-Tambo Regional Council

COMPLAINTS ARE DIFFERENT FROM REQUESTS FOR SERVICE

Service requests are a request for council to take action on a matter (i.e. barking dog, pothole or overgrown allotment) and should be made to our customer service team who will log your request and forward to the appropriate department for action.

Our process for managing service requests begins with a triage of importance. Generally, routine service requests are concluded, or progressed, within 10 business days.

Some service requests require, and are given, immediate attention, while others are assessed as being important, but not immediate. These are usually progressed to conclude within three business days.

A complaint may result if you are not satisfied with our standard of service or we've made a mistake. If this happens, please contact us directly so that we can resolve the issue, and improve our service for the future.

A complaint can be made by phone, in person, in writing or by email to ceo@btrc.qld.gov.au

If your complaint is a particularly serious or complex matter, please put it in writing address to the Chief Executive Officer who will personally arrange for the appropriate manager to review the matter and respond.

If you are still not satisfied with our response to your service request or complaint you can contact a review body such as the Queensland Ombudsman.

SERVICES REQUEST - FLOW CHART

