



TOWNSVILLE CITY COUNCIL

Customer Service Charter

Our Vision » Townsville, Capital of Northern Australia; the City with Opportunity and Great Lifestyle.

Our Mission » We are committed to Delivering Quality Services to Facilitate Sustainable Growth through Inspired Leadership, Community Engagement and Sound Financial Management.

We are building an environment where our community has confidence in Townsville City Council and is satisfied with the services we deliver. Our employees are proud to work at Townsville City Council. This Customer Service Charter is Townsville City Council's commitment to provide our customers with the highest standard of customer service.

Townsville City Council commits to provide you with:

- » Prompt and efficient services
- » Easy access to our services
- » Friendly and professional services
- » Accurate and consistent information

And that we will:




- » Consult with you when decisions need to be made
- » Make fair decisions
- » Fix our mistakes willingly
- » Report on adherence to our [service standards](#) in our annual Community Report Card

How you can help us:



- » Treat our staff in a polite manner
- » Be honest and accurate in your dealings with us
- » Work with us to solve problems
- » Give us feedback on the things we do
- » Respect community property

Our commitment is to embrace this charter. If we should fall short in an aspect, we encourage you to bring it to us directly so that the matter can be resolved.

CONTACT TOWNSVILLE CITY COUNCIL »

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