



CUSTOMER SERVICE CHARTER

Our Contact Standards

North Burnett Regional Council commits to:

- Acknowledging emails sent to admin@northburnett.qld.gov.au within two (2) business days.
- Acknowledging letters sent to Council's PO Box within ten (10) business days, along with a reference number.
- Returning calls within three (3) business days.

Council aims to promptly resolve inquiries and provide progressive updates. Efforts will be made to offer solutions at the first point of contact and/or to connect you with the appropriate team.

Council acknowledges that unforeseen circumstances may affect these commitments and will provide updates on the progress of your inquiry or request as available.

Our Commitment To You

Council is dedicated to delivering services aligned with its corporate values and mission.

Our overarching goal is to provide local communities with helpful and professional customer experiences.

This commitment includes maintaining privacy, ensuring accessibility through user-friendly platforms, informing customers of options, and resolving concerns promptly.

Communication will be respectful, courteous, and honest.

Council will conduct regular reviews for continuous improvement opportunities, to ensure thorough and objective investigation of matters, and to achieve timely responses.

Help Us to Help You

To facilitate effective communication, please support our staff by:

- Treating staff with courtesy and respect.
- Refraining from any unlawful or unreasonable conduct.
- Offering clear, accurate, and complete information.
- Ensuring your contact details are current and inform us of any changes promptly.

Information Privacy

We respect your privacy and will keep your information confidential in accordance with relevant legislation. Read more here: www.northburnett.qld.gov.au/privacy/

Keep up with our Socials

Social media allows us to share accurate and timely information directly with our community.

- Facebook: facebook.com/northburnettrc
- LinkedIn: linkedin.com/company/north-burnett-regional-council/
- Instagram: instagram.com/visit_northburnett

Council's social media platform is not an official channel to lodge customer service requests

Customer Complaint Process

Council commits to resolving complaints in a timely manner.

Customers (or their agent) can lodge complaints through various channels.

These channels include; via telephone, in person, email to admin@northburnett.qld.gov.au, or in writing to the Chief Executive Officer, North Burnett Regional Council, PO Box 390, GAYNDAH QLD 4625.

Assistance regarding the complaint process can be sought from a Council Officer at a Customer Service and Library Centre or by calling 1300 696 272.

Anonymous Complaints

Anonymous complaints are accepted, but providing sufficient information for investigation is crucial. Please note that if an anonymous complaint is received, Council cannot seek clarification or provide decision-related details to the complainant.

Contact Us



Feedback

Council encourages feedback, compliments, and suggestions from residents, businesses, and visitors to enhance the overall customer experience.

Reporting issues to help maintain the region's natural beauty, is welcomed.

Phone

Call us on 1300 696 272. Our Contact Centre takes general enquiries from 8.30am - 4.30pm weekdays, public holidays excluded.

Calling from overseas? International callers can contact us on + 61 7 4160 3500.

In Person

You may visit our Customer Service and Library Centres at various locations, including:

- Biggenden – 47 Edward St, Biggenden
- Eidsvold – 36 Moreton St, Eidsvold
- Gayndah – 34-36 Capper St, Gayndah
- Monto – 50 Newton St, Monto
- Mundubbera – 30 Lyons St, Mundubbera
- Mount Perry – 66 Heusman St, Mount Perry

Centres are closed Saturday, Sunday, and public holidays.

Scan the QR Code to see our Opening Hours or visit: northburnett.qld.gov.au/contact-us/

Postal Address

Write to the Chief Executive Officer, North Burnett Regional Council,
PO Box 390, Gayndah QLD 4625.

Email

Get in touch via email:

admin@northburnett.qld.gov.au

Website

You can submit an online enquiry via our website, northburnett.qld.gov.au/contact-us/

You can report an issue, submit an enquiry or give feedback when it is most convenient for you.

Snap Send Solve

Use Snap Send Solve via the app to report non-urgent community issues like graffiti, illegal parking, dumped rubbish, trip hazards or abandoned trolleys can be quickly and easily reported.

After Hours

In urgent or emergency situations, after-hours assistance can be obtained by calling **1300 696 272.**

