Customer Service Feedback Form

Central Highlands Regional Council is focused on shaping the future by valuing People, Partnerships and Place. Through this vision Council is committed to the provision of timely, efficient and consistent quality services provided by polite and helpful officers that meet our customer's expectations. Your feedback will help us to continually improve our customer service.

What was your enquiry in relation to? _____

_____

Which form of communication does this feedback relate to?

- ☐ Phone
- ☐ Written (email or letter)
- ☐ Face to face (at one of our offices)

Where you acknowledged immediately and served as soon as possible?

- ☐ Yes
- ☐ No

Where you treated in a courteous and considerate manner?

- ☐ Yes
- ☐ No

Did you receive the information or assistance you required?

- ☐ Yes
- ☐ No

Did you receive adequate service in a timely manner?

- ☐ Yes
- ☐ No

Were you satisfied with your overall experience with CHRC?

- ☐ The service exceeded by expectations
- ☐ The service met my expectations
- ☐ The service did not meet my expectations
- ☐ The service was poorly

CHRC is committed to continuously reviewing and improving its customer service practice. If you have answered 'no' to any of the questions above, please provide further information below:

_____

_____

_____

If you have received outstanding customer service and would like to acknowledge the person with whom you were dealing, please provide a short description of the situation and the name of the person (if known):

_____

_____

If you would like to include any further information about your experience, please use the space below:

_____

_____

If you would like us to contact you to discuss your comments, please provide your name, address and contact details:

_____

Thank you for taking the time to fill in this feedback form.

ALL CORRESPONDENCE TO BE ADDRESSED TO THE CHIEF EXECUTIVE OFFICER - ATTN: Customer Service
PO BOX 21 Emerald QLD 4720 General Enquiries: 1300 242 686 Fax: 1300 242 687 Email: enquiries@chrc.qld.gov.au