

# Customer Service Charter

Customers have the right to know what level of service they can expect from us at all times. At the heart of our Customer Charter is our commitment to improving the quality of life of our customers. We strive to improve the levels of service offered to our customers by seeking feedback from the community and measuring our performance. Open, two-way communication is actively encouraged.

QPRC



## What you can expect from us

We will

- Respect, listen and respond to your enquiry
- Treat you with respect and courtesy, being receptive to customer feedback
- Enable you to provide feedback easily, through customer surveys, consultations and improved complaint handling
- Provide responsive and reliable services that meet our service standards.
- Provide timely and accurate advice
- Exercise integrity in our dealings with you
- Investigate and introduce innovative ways to improve your experience

## Our service standards

We will

- Meet our service standards (see over)
- Adequately staff our customer service areas to ensure all enquiries can be dealt in a reasonable time
- Provide timely and accurate advice or put you in contact with the most appropriate staff member. If we cannot answer your enquiry or transfer you to the right person straight away, we will take your details and ask someone to contact you.
- Return phone calls within one business day
- Acknowledge or respond to email correspondence within three business days.
- Acknowledge or respond to written correspondence within 10 working days. If we need longer, we will write to you and tell you why.
- Provide an afterhours emergency service and update our website and social media accounts with critical information.

## Our expectations of you

You will

- Treat our staff with courtesy and respect
- Respect the rights of other customers
- Provide accurate and complete information to allow us to process your enquiry
- Understand that our response to your enquiry is based on facts, policy or legislation, not emotion or personal views. It may not be the answer you are seeking

## Access to information

- We will supply information requested in Government Information Public Access (GIPA) Act requests within 20 days from receipt of payment and confirmation that we are able to provide the information requested.
- Where the information will take longer to collate, we will contact you and let you know.
- If it is not appropriate to release the information requested, we will contact you to explain why and the appeal process.

## Making a complaint

Complaints are different from requests for service. A complaint can be lodged if you are not satisfied with our service standards in any respect, or if we have made a mistake. If this happens, please bring your complaint to us directly so that we can try to resolve the issue, and improve our service in the future.

A complaint should detail the name, address and contact details of the complainant together with a brief description of the problem.

The complaint will be investigated and reviewed by an officer of Council. All complaints will be acknowledged within two business days of lodgement. Depending on the complaint, we will then advise on the expected timeframe to complete the investigation. We will keep you up to date on any changes to that timeline.

Complaints can be lodged via phone, email or in person via the methods listed below.

## How to contact us

256 Crawford St, Queanbeyan  
10 Majara Street, Bungendore  
144 Wallace Street, Braidwood

Council is open Monday-Friday 8.30-4.30pm:

**Telephone:** 1300 735 025

**Email:** [council@qprc.nsw.gov.au](mailto:council@qprc.nsw.gov.au)

**Mail:** PO Box 90, Queanbeyan NSW

**Website:** [www.qprc.nsw.gov.au](http://www.qprc.nsw.gov.au)

**Facebook:** [www.facebook.com/QbnPalerangRC](http://www.facebook.com/QbnPalerangRC)

# Customer service standards

Queanbeyan-Palerang Regional Council receives in excess of 15,000 customer requests per year via phone, counter visits, email, online services and social media. To ensure these requests are attended to, Council has adopted the following service standards which dictate the timeframes for actioning certain requests. Depending on priorities, resources or other matters these timeframes may be adjusted as required.

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Program	Activity	Service request	Priority	Response (hours)	Target
Bylaws	Abandoned Vehicles	Remove abandoned vehicle	Low		
	Local Order Policies	Illegal display of advertising or goods	Low		
Roads	Sealed Roads -Rural	Pavement surface (pothole)	Low	< 2 hrs if unsafe	100%
		Linemarking	Low		
		Overhanging trees	Low	< 2 hrs if unsafe	100%
		Water over road	Low	< 2 hrs if unsafe	100%
		Road close	Low	< 2 hrs if unsafe	100%
		Traffic control	Medium		
		Accident	High		
		Speed limit	Low		
	Sealed Roads - Urban	Pavement surface (pothole)	Medium	< 2 hrs if unsafe	100%
		Linemarking	Low		
		Overhanging trees	Medium	< 2 hrs if unsafe	100%
		Water over road	Medium	< 2 hrs if unsafe	100%
		Road close	Medium	< 2 hrs if unsafe	100%
		Traffic lights	Medium	< 2 hrs if unsafe	100%
		Street lights	Medium		
		Speed limit	Medium		
		Traffic control	Medium		
		Accident	High		
	Unsealed Roads	Pavement surface (pothole)	Low	< 2 hrs if unsafe	100%
		Rutting, corrugation	Low	< 2 hrs if unsafe	100%
		Dust	Low		
		Overhanging trees	Low	< 2 hrs if unsafe	100%
		Water over road	Low	< 2 hrs if unsafe	100%
		Speed limit	Low		
		Traffic control	Medium		
		Accident	High		
	Drainage	Blocked drain	Low		
Broken gutter		Low			
Causeway	Blocked, broken	Low			
Culvert	Blocked, broken	Low			
Table drain	Blocked	Low			

Unless otherwise stated in the table above, the standard timeframes are:

Priority	Response (hours)	Action (days)	Target
High	<2hrs	<2 days	>75%
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Roads	State and Regional Roads	Pavement surface (pothole)	Medium	< 2 hrs if unsafe	100%
		Linemarking	Medium	< 2 hrs if unsafe	100%
		Overhanging trees	Medium	< 2 hrs if unsafe	100%
		Water over road	Medium	< 2 hrs if unsafe	100%
		Road close	Medium		
		Traffic lights	Medium	< 2 hrs if unsafe	100%
		Street lights	Medium		
		Speed limit	Medium		
	Accident	High			
	Intersection Treatment	Pavement surface (pothole)	Low	< 2 hrs if unsafe	100%
		Traffic signals	Low	< 2 hrs if unsafe	100%
		Roundabout	Low	< 2 hrs if unsafe	100%
		Street lights	Medium		
	Street Sweeping	Gutters blocked, litter/refuse	Medium	< 2 hrs if unsafe	
Signs and Road Furniture	Broken/missing sign, signposts, delineators, seats	Low			
Roadside litter	Roadside litter, dead animals	Low			
Bridges	Bridge	Pothole, deck damage, rail damage	Medium	< 2 hrs if unsafe	100%
		Load limit	Low		
	Culvert	Pothole, deck damage, rail damage	Medium	< 2 hrs if unsafe	100%
		Abutment, approach damage	Medium	< 2 hrs if unsafe	100%
		Load limit	Low		
Accident	High				
Footpath/ cycleways	Footpath	Pothole, uneven surface, tree roots	Medium	< 2 hrs if unsafe	100%
		Accident	Medium		
	Cycleway	Pothole, uneven surface, tree roots	Low		
		Accident	Low		

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Parking	Carparks (CBD)	Pothole, uneven surface, blisters, linemarking and signage	Medium	< 2 hrs if unsafe	100%
		Trees, tree roots	Low		
		Accident	Low		
	Carparks - other	Pothole, uneven surface, blisters, linemarking and signage	Low		
		Trees, tree roots	Low		
		Accident	Low		
Parking	Incorrect pin, overstay, disable, bays, street parking	Low			
Water operations	Water Treatment	Water treatment operations, noise	Medium		
		Water quality, colour, taste	High		
	Telemetry Systems	Telemetry failure	High		
	Water Meter Reading	Water meter request or complaint	Low		
Water Infrastructure	Water Mains	Water mains break	High		
		Water pressure	Medium		
		Water hydrant	High		
	Storage	Water reservoir storage leak	Medium		
	Pump Stations	Water pump stations failure	High		
	Water Meters	Installation or repair request	Low		
	Water Services	Installation or repair request	Low		
	Captains Flat Dam	Captains flat dam discharge	Low		
Dam compliance	Inspections	Low			
Stormwater	Stormwater infrastructure	Stormwater infrastructure maintenance or cleaning	Low		
		Stormwater blocked or leaking	Medium		
		Gross pollutant trap cleaning	Medium		
	Urban Bio-Retention Ponds	Draining, desilting, vegetation, odour complaints	Low		
Sewerage Operations	Sewerage Treatment Plant	Sewerage treatment plant operations, noise	Medium	< 2 hrs if unsafe	100%
		Sewerage treatment plant odour	Medium		
	Other Sewerage Treatment Plants	Operation of sewerage treatment plants within the lga (eg. Bungendore, braidwood)	Low		
	Googong Water Recycling Plant	Operation of googong water recycling plant	Medium	< 2 hrs if unsafe	100%
		Water recycling plant noise, odour	Medium		

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Sewerage Infrastructure	Sewerage Treatment Network	Sewerage and recycling treatment infrastructure maintenance	Low		
	Sewer Collection Network	Sewer collection networks maintenance	Low		
		Sewer choke	High		
		Manhole break	Medium	< 2 hrs if unsafe	
		Trade waste	Medium		
		Boundary trap	Medium		
	Pump Stations	Operation and maintenance of sewer pump stations	Low		
		Sewer overflow	High		
		Sewer chamber	Medium		
Waste operations	Domestic Waste Collection	Missed bin collection	High		
		Damaged/replacement bin	Medium		
		New/additional/larger bin	Medium		
	Commercial Waste Collection	New service request	Medium		
		Missed bin collection	Medium		
	Recycling Collection	Missed bin collection	Medium		
		Public bin recycling	Medium		
	Green Waste Collection	Green waste collection requests	Medium		
	Hazardous Waste	Hazardous waste collection requests	Medium		
	Waste Transfer Station	Waste transfer stations operations and complaints	Medium		
Kerbside Clean-up	Clean-ups requests in urban areas	Medium			
Waste operations	Operation of the WAMI	WAMI - operations and complaints	Medium		
	Clean Up Australia Day	Clean up australia day event requests	Medium		
	Roadside collection	Roadside litter request	Medium		
	Illegal Dumping	Illegal dumping report	High		
Waste infrastructure	Landfill	Odour, dust, litter complaints	Low		
		Rehabilitation requests	Low		
Emergency	Rural Fire Service	RFS response and recovery requests	Medium	< 2 hrs if unsafe	100%
		Plant, shed, equipment requests	Medium		
	SES	SES response and recovery requests	Medium	< 2 hrs if unsafe	100%
		Plant, shed, equipment requests	Medium		
	Disaster Management	Disaster plan and lemc requests	Medium		

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Program	Activity	Service request	Priority	Response (hours)
Human Resource Management	Human Resource management	Performance, bullying and harrasment, grievance complaint	Medium	
	Recruitment and Separation	Recruitment delay, appeal complaint	Medium	
Payroll	Salary System	Salary system, payroll, skills evaluation request	Medium	
Workplace Health & Safety (WHS)	Incident and Claims Management	WHS incident, claim	High	
	WHS Committee	Committee request	Low	
	WHS Audits	WHS audit request	Low	
Network	Network	Network failure	High	
		Security breach	High	
	Connectivity	PC operation, licencing request	Low	
	Digital Devices	Purchase, replace mobile device request	Low	
	Telecoms	Telecomms, shoretel system failure	High	
	After Hours	Afterhours contact and response system complaint	Medium	
Systems	Systems	Techone and applications failure	Low	
Applications	Applications	Techone and applications failure	Medium	
	Integration	Techone and other systems integration failure	Medium	
	E-Portals	Websites failure	High	
	Meetings	Infocouncil, livestreaming failure	Medium	
GIS	GIS	GIS layer or data requests	Low	
Public/Privacy office/GIPA	Government Information Public Access Management	GIPA request	Medium	
	Review of Complaints	Review of complaint request	Medium	
	Privacy Complaints	Privacy complaint request	Medium	
	Public Interest Disclosures	PID request	Medium	
	Petitions		Low	
Code and Complaints	Code of Conduct	Code of Conduct referrals, reviews	High	
Risk	Risk Management	Risk advice and assessments	Low	
Insurances	Insurance Claims	Incident reports	Medium	< 2 hrs if unsafe
		Insurance claims	Medium	
Internal Audit	Audit Risk and Improvement Committee	ARIC referral, request	Low	
	External Audit	Audit office requests	Low	
Business Continuity	Business Continuity Plan	Business continuity plans test and review	Low	
Property	Property Management	Property acquisition, valuation	Low	
		Leases and licences	Low	
		Road and utilities easements	Low	

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Program	Activity	Service request	Priority
Reporting	Financial Reporting	Quarterly or annual financial statements request	Low
Revenue	Revenue Accounting	Rates request, complaint	Medium
		Change of address request	Medium
		Utilities charges request	Medium
		Debt recovery request, complaint	Medium
		Certificates request	Medium
Procurement/Store	Procurement	Procurement, ordering, supplier complaint	Low
Grants	Grants	Grants acquittal, assistance request	Low
Budget	Financial Plan	LTFP request	Low
	Budget	Budget/OP request	Low

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Program	Activity	Service request	Priority	Response (hours)
Development Assessment	Development Applications	Delay, referrals	Medium	
		Notification	Low	
		Conditions	Low	
		Legal action	Low	
	Illegal development	Investigation	Medium	
		Unauthorised land use complaint	Low	
Development Control	Development Control	Delay, referrals	Medium	
		PCA complaints	Low	
		Non-compliance conditions	Low	
Subdivision Assessment	Subdivision Applications	Delay, referrals	Low	
		Conditions	Low	
Subdivision Certification	Subdivision Certificates	Delay, referrals	Medium	
		Inspections	Medium	
		Conditions	Low	
		Non-compliance conditions	Low	
	Subdivision Construction Certificates	Delay, referrals	Medium	
		Non-compliance conditions	Low	
New Release	New Release - greenfield subdivisons	Delay, referrals	Low	
		Conditions	Low	
Certification	Construction Certificates	Delay, referrals	Medium	
		Notification	Low	
		Non-compliance conditions	Medium	
	Complying Development Certificates	Delay, referrals	Low	
		Notification	Low	
	Building Certificates	Processing and issuing of building certificates	Low	
	Compliance Certificates	Inspections - buildings	Medium	
		Inspections - fire safety	Medium	
		Non-compliance conditions	Medium	
	Swimming Pools & Spas	Compliance inspections	Low	
Parks/Playgrounds	Parks and Reserves (including Showgrounds)	Mowing, gardening, weeding, signage, irrigation, lighting, litter removal	Low	
		Facilities inspection	Medium	
		Facilities cleaning	Medium	
		Bookings	Medium	
		Accidents	High	< 2hrs

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Program	Activity	Service request	Priority
Parks/Playgrounds	Gardens and Urban Spaces	Gardening, weeding, trimming, lopping, irrigation, litter removal	Low
		Facilities cleaning	Medium
	Playgrounds	Maintenance of council's playgrounds	Low
		Equipment inspection	Medium
		Accidents	High
	Sports Fields	Irrigation, line marking, goal posts, lighting, liiter removal	Low
		Facilities inspection	Medium
		Facilities cleaning	Medium
		Bookings	Medium
	Urban Trees	Accidents	High
		Lopping, removal	Low
		Planting	Low
	Graffiti Removal	Watering	Low
		Inspection and removal	Medium
Vandalism	Inspection and removal	Medium	
	Vegetation	Council Managed Trees	Pruning, lopping, removal
Overhanging, fallen tree			Medium
Watering			Low
Accidents			High
Cemetery	Cemeteries	Reservations	Medium
		Internments	Medium
		Maintenance	Low
		Records search	Low
	Other Cemeteries	Maintenance	Medium
		Reservations	Medium
CBD	CBD Street Cleaning	Street litter, leaves cleaning, footpath sweeping	Medium
		Street bins	Medium
	CBD Presentation	Town entries, line marking, signs,	Medium
		Bus shelter and underpass cleaning	Low
Signage and Street Furniture	Urban Signage and Street Furniture	Public signage (including street signs, gateway signs, information/ tourism signage)	Low
		New or replacement signage requests	Low
		New or replacement furniture requests	Low
Public Amenities	Public Conveniences	Cleaning and maintenance	Medium
		Disabled access, parenting facilities	Low

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Program	Activity	Service request	Priority	Response (hours)
Community Land	Bushland Management	Vegetation planting, fencing and track maintenance	Low	
		Weeds	Low	
	Tree Preservation	TPO inspections and approvals	Medium	
	Bushland Fire Mitigation	Hazard reduction, slashing	Low	
	Pest Animals	Inspections and removal pest animals	Low	
Strategic Planning	Planning Instruments	LEP zoning request	Low	
		DCP control request	Low	
	Planning Proposals	Planning proposal request	Low	
	Planning Strategies and Policies	Planning strategy/policy complaint	Low	
Community Land	Plans of Management (PoM)	Plan of management request	Low	
Profiling	Community Profile	Community profile, community atlas economic profile request	Low	
Spatial/Land Information Systems	Land Information Systems (LIS)	Property register, name and address register, street numbers request	Low	
	Geographic Information System (GIS)	Gis data layer or information request	Low	
Heritage	Heritage	Heritage nomination or information request	Low	
	Heritage Week and Awards	Heritage grants and awards	Low	
Certificates	Certificates	Zoning and property certificate requests and complaints	Low	
Native title	Native Title	Native title enquiry, search, claim or requests	Low	
Development Contribution Plans	Development Contribution Plans	S7.11 (S94) contribution plans requests	Low	
	Section 64 Development Servicing Plans	S 64 servicing plans (water and sewerage infrastructure) requests	Low	
	Local Planning Agreements	Lpa requests	Low	
Events	Environmental Events	Coordination, assistance with environmental events requests	Low	
Bylaws	Control of Burning	Investigation of backyard incinerators and burning-off	High	< 2hrs
		Applications	Medium	
Biodiversity	Native Species	Revegetation, protection of natural areas and native species requests	Low	
Vegetation Assessment	Manage high priority weeds	Inspection of high priority weeds	Medium	
		Spraying, control high priority weeds	Low	
	Inspect all properties to detect priority weeds	Inspection of weeds on private property	Low	
		Spraying, control of weeds on private property	Low	
		Inspection, control of weeds on public/crown property	Low	
Biosecurity Weeds and Environmental mapping	Mapping of local weed infestations	Low		

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Program	Activity	Service request	Priority	Response (hours)	
Environmental Health	Environmental Protection and Compliance	Investigation of pollution incidents and illegal activities	High	< 2hrs	
		Enforcement of pollution incidents and illegal activities	Medium		
	On-site Sewage System management	Assessment of on-site sewage systems	Medium		
		Monitoring operation and surcharges from on-site sewage	High		
	Reticulated Water Supply Monitoring	Public water supply taste, odour, quality complaints	Medium		
	Pool Monitoring	Public pools water quality complaints	Medium		
		Private pool inspections	Medium		
	Cooling Tower Monitoring	Water cooling towers, AC complaints	Low		
	Inspection of skin penetration premises	Inspections of tattooists, manicure, pedicure and body piercing premises	Low		
	Surface Water Monitoring	River recreational swimming areas water quality, safety	Low		
	Public Health Safety		Food premises, food quality complaint.	High	
			Food premise inspections	Medium	
			Syringe collection	High	< 2hrs
			Junk, vermin, long grass	Medium	
Noise			High		
Sustainability Planning and Reporting	Sustainable Building & Infrastructure Planning	Sustainability complaints and requests	Low		
The Q (Performing Arts Centre)	Live Performance Program	Q theatre performance complaint	Low		
	Venue hire for events	Q theatre as a hire venue complaint	Low		
Community Gathering	Community Centres	Community centres as a hire venue complaint	Low		
	Bicentennial Hall	Bicentennial hall as a hire venue complaint	Low		
Events	Economic Events	Assistance with coordination, promotion of category 1 events	Low		
		Assistance with coordination, promotion of category 2 events	Low		
	Community Events	Assistance with coordination, promotion of community events	Low		
	Civic Events	Civic receptions request	Low		
		Citizenship request	Low		

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Program	Activity	Service Request	Priority
Conference	Conferences	Assistance to hold conference	Low
Sister City	Sister City relationship	Assistance to hold sister city event	Low
Indoor Sports Centre	Indoor Sports Centre Operation	Operation of Indoor Sports Centre - service and facility	Low
		New program request	Low
Aquatic Centre	Queanbeyan Aquatic Centre Operation	Operation of the Queanbeyan Aquatic Centre - service and facility	Low
	Swim School	Swim School request	Low
	Regional Swimming Pools	Operation of swimming pools complaint - service and facility	Low
Sports	Sports Fields Bookings	Bookings complaint	Low
Cultural Development	Cultural Arts Assistance	Assist local arts and cultural activity or project	Low
	Public Art	Installation of public art request	Low
	Cultural Events	Assistance to coordinate community/cultural event	Low
Children	Family Day Care	Family Day Care Service operation	Low
Youth	Youth Centre	Operation of Youth Centre and Youth Week - service and facility	Low
Aged	Active Ageing	Aged care service request	Low
		Senior citizens centre	Low
		Seniors activities	Low
Indigenous	Aboriginal liaison services	Aboriginal community service and facility request	Low
	Aboriginal Consultative Committee	Aboriginal Community Consultation Committee request or complaint	Low
Disabled	Disability Inclusion Action Plan	Disability, access request or complaint	Medium
Community Development	Support for Community Groups	Assistance with NSW Club and other Grants Program request	Low
	Community Safety	Community Safety and Crime Prevention request or complaint	Low
Library Services	Collection Management	Library collection and service request or complaint	Low
	Digital Services	Digital system or access request or complaint	Low
Knowledge	Community Programs	Children's Program, Home Library Mobile Library service request or complaint	Low
Museums	Museums	Operation of Museums service or facility request or complaint	Low

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Economic	Marketing	Economic development request	Low			
	Smart Cities Initiative	Assistance with Smart Cities request	Low			
	Business Networks	Assistance for business networks request	Low			
	CBD Transformation Strategy	Assistance to invest or market the Queanbeyan CBD request	Low			
Tourism	Visitor Information Centre	Operation Visitor Information Centre service or facility request	Low			
	Marketing	Assistance with Tourism marketing request	Low			
Place Management	Business Liaison	Liaison with businesses in town centres request	Low			
	Christmas Promotions	Annual Christmas activities and promotions request	Low			
	Presentation of the CBDs	Appearance of Queanbeyan CBD and town centres request or complaint	Medium			
Saleyards	Braidwood Saleyards	Operation of the Braidwood Saleyards - service and facility	Low			
Caravan Park & Cafe	Caravan Park	Operation of Riverside Caravan Park - service and facility	Medium			
Customer/ Triage	Integrated customer service	Integrated Customer Service Centre service or facility complaint	Medium			
		Compliance with standards as set out in Customer Service Charter	Medium	Response to complainant		> 95%
		Unresolved triaged service requests referred on	Medium	Response to complainant		> 75%
	Call Centre	Operation of a Call Centre for the Council complaint	Medium	Response to complainant		> 75%
	New Residents	Distribution of New Residents information pack request	Low			
Animals	Companion Animal Management	Dog Attack	High	< 2hrs attend site <72hrs seize animal	< 14 days complete investigation/report < 1 mth Dog Panel meet	100%
		Nuisance Cat	Medium			
		Dog faeces	Low			
		Barking dog	Medium			
		Dog pick up	Medium			
	Dead Animal	Medium				
	Wild animals	Magpies, pigs	Medium			
Stock on Road	Livestock	Low		< 7 days impound notice	75%	

Unless otherwise stated in the table above, the standard timeframes are:

Priority	Response (hours)	Action (days)	Target
High	<2hrs	<2 days	>75%
Medium	<72 hours	<5 days	>75%
Low	< 120 hours	<10 days	>75%

# Customer service standards

Queanbeyan-Palerang Regional Council receives in excess of 15,000 customer requests per year via phone, counter visits, email, online services and social media. To ensure these requests are attended to, Council has adopted the following service standards which dictate the timeframes for actioning certain requests. Depending on priorities, resources or other matters these timeframes may be adjusted as required.

QPRC



Program	Activity	Service Request	Priority	Response (hours)	Target
Communications	Media Liaison	Information to media complaint	Low		
	External Communications	Council newsletters complaint	Medium		
	Social Media	Council's social media sites request or complaint	High		
	Internal Communications	Internal staff and councillor newsletters complaint	Low		
	Digital media	Production of digital images/videos promoting Council activities	Low		
	Website and Intranet	Council's websites content and tools request or complaint	Medium	Response < 12 hours	100%
	Live streaming	Live streaming request or complaint	Medium		
Community Engagement	Community Engagement	Community engagement and consultation activities request or complaint	Medium		
Education	Environmental Education	Environmental programs request or complaint	Low		
Integrated Planning & Reporting	Integrated Plans (CSP, DP, OP)	Integrated Plans and reports request or complaint	Low		
	Community Survey	Customer Satisfaction Survey request or complaint	Low		

Unless otherwise stated in the table above, the standard timeframes are:

Priority	Response (hours)	Action (days)	Target
High	<2hrs	<2 days	>75%
Medium	<72 hours	<5 days	>75%
Low	< 120 hours	<10 days	>75%