

# CUSTOMER SERVICE CHARTER

## PLANNING & ECONOMIC DEVELOPMENT DIVISION



### Our Vision

*Making Great Happen. Great Places. Great People.*

### Our Mission

*Exceeding your expectations*

### Our Commitment

You told us to 'be quicker'

Code Assessable MCU/RAL applications	30 business days
Code Assessable Operational Works applications	20 business days
Survey Plan Endorsement	15 business days
mb+ Third Party Survey Plan Endorsement	5 business days
mb+ Third Party Operational Works applications	5 business days
Bond Release/Reduction	10 business days

Timing excludes applicant response times for Requests for Further Information and State referrals

You told us to 'be accessible and available'

To be more accessible and to keep you better informed, we will:

- Return your phone calls within 2 business days
- Acknowledge and/or respond to all written correspondence within 48 hours
- Call you within 2 business days to acknowledge all planning applications
- Ring before we write
- Provide you with our direct line phone numbers and email addresses
- Provide timeframes for deliverables
- Encourage a culture of pre-lodgement discussions

You told us to be more 'transparent', we will:

- Actively engage with you through an Industry Reference Group
- Seek your feedback on our performance through annual surveys and ongoing online feedback platforms
- Use your feedback to continually improve our service
- Publish our performance results and commit to these results

