

MALENY SHOWGROUNDS - CUSTOMER SERVICE CHARTER

Effective Date: October 2025

Applies to: All visitors, staff/volunteers and contractors. (shall be referred to furthermore in this document as "visitors")

This policy is available to all on the Maleny Show Society website: www.malenyshowsociety.org.au

Scope: This policy applies to all individuals at the Maleny Showgrounds, including but not limited to:

- Visitors
- Staff/volunteers
- Contractors

1. Purpose

The Customer Service Charter outlines our commitment to provide a safe service to all our visitors at the Maleny Showgrounds. We aim to create a welcoming environment for everyone.

2. Our Commitment to You

- **Service:** We aim to deliver friendly service that meets the needs of our visitors.
- **Respect:** All visitors will be treated with dignity and respect, regardless of background, ability, or circumstance.
- **Safety:** We prioritize the safety of our visitors and ensure that our facilities are well-maintained and secure.
- **Communication:** We will provide clear, accurate, and timely information regarding our services, rules, and regulations.
- **Feedback:** We encourage and value feedback as a means to improve our services and address any concerns.

3. Our Services

- **Campsite Reservations:** Easy and accessible booking options.
- **Facilities:** Clean and well-maintained amenities, (including restrooms, showers, dump point) and recreational areas.
- **Support:** Friendly staff available to assist with inquiries.

4. Our Responsibilities

- **Staff Awareness:** We endeavour to ensure that our staff/volunteers are knowledgeable and equipped to assist visitors.
- **Maintenance:** Routine maintenance checks to ensure all facilities are safe and functional.
- **Complaint Handling:** A process for addressing complaints and concerns is as follows:

COMPLAINT HANDLING PROCESS

1. **At the Maleny Showgrounds, we take complaints seriously. Our goal is to resolve issues promptly and effectively, ensuring that our visitors feel heard and valued.**

2. Submitting a Complaint

Guests can submit complaints through the following channels:

- **In-Person:** Speak directly with a staff member.
- **Email:** Send an email to

secretary@malenyshowsociety.org.au

- **Feedback Form:** Complete a complaint/enquiry form available on our website.

3. Acknowledgment

All complaints will be acknowledged, outlining the next steps in the resolution process.

4. Investigation

Our management team will investigate the complaint, which may involve:

- Gathering information from the complainant and relevant staff members.
- Reviewing any documentation or evidence related to the complaint.
- Refer to Sunshine Coast Council for advice if necessary.

5. Resolution

Upon completion of the investigation, we will provide a response to the complainant, including:

- Findings from the investigation.
- Any corrective actions taken or proposed.

6. Follow-Up

We may follow up with the complainant after the resolution and gather additional feedback.

7. Escalation

If the complainant is not satisfied with the resolution, they may refer the matter back to the management team for further review.

8. Confidentiality

All complaints will be handled with the utmost confidentiality to protect the privacy of the individuals involved.

9. Continuous Improvement

We will analyse all complaints to identify areas for improvement, ensuring that we maintain the quality of our services.

10. REVIEW AND UPDATES

This policy will be reviewed as necessary to ensure it remains compliant with relevant laws and effective in providing safe responses to all visitors.

11. Contact Information

For more information or to report a concern, please contact:
Maleny Show Society Management Committee
Campground registering office or caretaker OR
Email: secretary@malenyshowsociety.org.au

ACKNOWLEDGEMENT

It will be taken that all Visitors have acknowledged that they have read, understood, and agree to abide by this Policy upon entering the Maleny Showgrounds.

Conclusion At the Maleny Showgrounds, we aim to foster a positive experience for all our visitors. Your feedback is essential in helping us achieve this goal. Thank you for choosing us, and we look forward to welcoming you!