



MEDIA STATEMENT

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Building commission wins national service award

The Queensland Building and Construction Commission (QBCC) has been recognised for its outstanding customer service with two gongs at the prestigious Australian Service Excellence Awards.

The QBCC was named both the 2015 National Winner and 2015 Queensland Winner for achievement in service excellence for a state or federal government agency.

The QBCC Interim Commissioner Kellie Lowe said the internationally recognised awards acknowledge the QBCC's significant efforts to improve the services it provides to those people working in or contracting with the building industry.

"The QBCC has implemented a number of reforms to improve customer services, including a 24/7 phone service, social media accounts, contractor and home owner apps, and the digitisation of many other services," Ms Lowe said.

Hosted by the Customer Service Institute of Australia, the awards recognise the ingenuity of outstanding customer service-driven organisations which illustrate the highest standards of management, training and commitment to improving customer experiences.

"The QBCC will continue to explore innovative methods to improve its service to the public and it is extremely pleasing that this is gaining national and international attention," Ms Lowe said.

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