

You can help us to meet our commitments by;

- Providing accurate and complete details when you contact us with any queries or requests;
- Making an appointment if you have a complex enquiry, need to speak to a specific officer, need to speak to officers in more than one department or if the matter is confidential;
- Quoting the reference number on Shire correspondence, should that be relevant;
- Providing all information required for assessing planning and building applications; and
- Participating in community consultation processes so that we can better understand and consider your views.

Feedback

Customer satisfaction is important to us. If there is something that you feel unhappy about please utilise our complaints process. This will ensure that your complaint is thoroughly investigated.

All positive feedback received is shared with all staff and placed on the individual's personnel file.



All Shire information is available in alternative formats upon request

6177 Great Northern Highway
(PO Box 70)
BINDOON WA 6502

Telephone: (08) 9576 4600
Facsimile: (08) 9576 1250
Email: chatter@chittering.wa.gov.au
Website: www.chittering.wa.gov.au
Facebook: www.facebook.com/chittering.shire

Office hours:
Monday to Friday 8.30am to 4.30pm

Notification of changes to operating hours or procedures will be placed on the Shire website, included in the monthly "Chatter" newsletter and shared through our Facebook page.



Customer Service Charter

Our Customer Service Charter affirms our commitment to you in providing quality services.

The Charter provides you with standards to measure our performance by, as well as affording staff with very clear standards to aim for.

Service standards that you can expect

From our organisation and its representatives.

- We will acknowledge you promptly, treat you with professional courtesy and respect, behave in a courteous, friendly manner at all times and listen to you;
- We will always tell you what action we are taking, and wherever it is possible, we will give you an estimate of the time it will take us to attend to an issue;
- In the event that we cannot achieve an outcome, we will explain the reasons why;
- We will act in a professional manner at all times and admit when an error has occurred;
- We will keep our customers informed;
- We will endeavour to be consistent and accurate at all times;
- We will view complaints as a positive opportunity for improvement. If the complaint cannot be resolved immediately we will assist you through the Complaints Procedure; and
- We will keep appointments and advise if we are unable to attend due to unforeseen circumstances.

On the telephone (08) 9576 4600

- Your incoming call will be directed via our automated system;
- During office hours we will endeavour to personally answer your call within three rings;
- Out of hours, or if an officer is not available, we will provide alternate contact details and / or the facility to leave a message;
- Messages left on the answering machine will be attended to within one working day;
- We will introduce ourselves, stating our first name; and
- We will strive to capture as much information as possible during the initial contact to reduce call transferral.

Via email chatter@chittering.wa.gov.au

- We will automatically confirm the receipt of your email;
- Your email will be forwarded to the relevant officer for their attention;
- The officer will endeavour to respond to your email within five working days; and
- We suggest that if your enquiry is urgent you telephone the office on (08) 9576 4600.

In the mail PO Box 70, Bindoon WA 6502

- When you write to us we will acknowledge receipt of your letter via return mail; and
- The officer will respond to your correspondence in a timely manner.

Written correspondence (via email or mail)

- We will correspond with you using clear, concise language that is easily understood.

Privacy Act and Confidentiality

- Staff will abide by the Privacy Act and deal with individual matters in accordance with the Act.
- We will maintain appropriate confidentiality about dealings that we have with you.

Documents for inspection

As per the Local Government Act 1995, section 5.94, *a person can attend the office of a local government during office hours and, unless it would be contrary to section 5.95, inspect, free of charge, in the form or medium in which it is held by the local government and whether or not it is current at the time of inspection.*