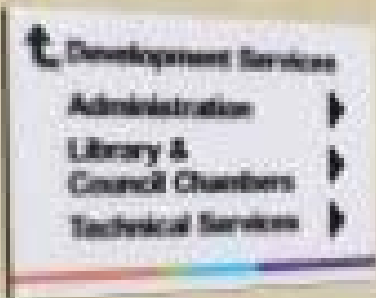




Customer Service Charter

October 2014



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

- Your incoming call will be directed via our automated system;
- During office hours (8.30am - 4.30pm) 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

- 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 Shire on (08) 9576 4600.

In the mail

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

Written correspondence

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

Privacy Acts and Confidentiality

- Shire 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'.

You can help us to meet our commitment 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 Shire staff and Elected Members, and placed on the individual officer's personnel file.

All Shire information is available in alternative formats upon request

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W: www.chittering.wa.gov.au

Facebook: <https://www.facebook.com/ShireofChittering/>

Instagram: <https://www.instagram.com/explore/locations/400224790/visit-chittering/>

OFFICE HOURS: Monday-Friday, 8.30am - 4.30pm

Notification of changes to the Shire's operating hours or procedures will be published on the Shire's website, Facebook page and our monthly newsletter



Chittering - *from Muchea through Bindoon to Wannamal*