



CUSTOMER SERVICE CHARTER



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6177 Great Northern Hwy
PO Box 70, BINDOON WA 6502



Our Commitment to you

The Shire of Chittering is committed to delivery respectful, responsive and accountable customer service that supports our vision of:

**Prosperous and diverse rural communities
living in harmony with nature**

We are here to serve our community with integrity, fairness and care.

Our values in action

Our customer service is guided by the Shire's values:

**Positive Attitude
Respect
Accountability
Teamwork**

These values shape how we work with you and with each other.

What you can expect from us

In all our interactions, we will:

- **Treat you with respect and professionalism**
- **Listen carefully and take your concerns seriously**
- **Communicate clearly and in plain language**
- **Provide accurate and consistent information**
- **Take ownership of your enquiry and keep you informed**
- **Be courteous, approachable and solutions-focused**
- **Protect your privacy and personal information**
- **Strive to make our services accessible and inclusive**

How we will respond to you

We aim to:

- Attend to you promptly when you contact or visit us
 - Connect you with the most appropriate officer for your enquiry
 - Keep you informed if further investigation is required
 - Work constructively to resolve matter where possible
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How you can help us

You can assist us by:

- Providing accurate and timely information
 - Keeping you contact details up to date
 - Being clear about what you need
 - Treating our staff with courtesy and respect
 - Letting us know how we are doing through feedback
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Feedback, compliments & complaints

Your feedback helps us improve.

We welcome compliments, comments and complaints about our services.

Complaints are managed in line with our formal complaints process. If you are not satisfied with the outcome, review options are available.

You can provide feedback via:

- Our website
- Email or phone
- In person at the Shire Administration Office
- In writing

