



SHIRE OF WONGAN-BALLIDU

# CUSTOMER SERVICE CHARTER



The Shire of Wongan-Ballidu Customer Service Charter outlines our commitment to provide quality service to our customers and provides you with standards to measure our performance and provides staff with clear standards to aim for.



## OUR COMMITMENT TO YOU

- Treat all customers with courtesy and respect.
- Provide fair, courteous, and efficient customer service and respond to enquiries in a timely manner.
- Manage your customer service request efficiently using our electronic Customer Request Management System, ensuring timely responses are achieved.
- Committed to continuous improvement and welcome all feedback on our standard of customer service delivery.
- Proactively distribute information via social media and other channels to engage the community.
- Ensure information, resources and services are accessible to all.

## CUSTOMER SERVICE STANDARDS

### In person

- We welcome you to our offices and other facilities in a professional, polite and attentive manner.
- We will listen to your request(s) and discuss your desired outcomes in full.
- We will endeavour to assist as best as possible with your request at the time of your visit.
- When enquiries of a technical nature are made at our offices, a technical officer will be called to the desk and if officers are unavailable to assist, contact will be made within two working days to make an appointment to discuss over the phone.

### Telephone

- We will answer your call promptly, courteously and identify ourselves by name.
- We will strive to take personal responsibility for your enquiry to reduce transferred calls.
- If we are not available to personally answer your call, we will provide an alternative contact and/or the facility to leave a message where the facility is available.
- We will return your telephone enquiry within three working days.

### Email

- We will endeavour to acknowledge your email request within three working days, advising you of our course of action.
- We will endeavour to provide a detailed response to any technical enquiries within seven working days, if we cannot answer your enquiry within seven working days, we will contact you to let you know and provide an expected response date.



## In Writing

- If your correspondence requires us to take action, we will acknowledge your request as soon as practicable and endeavour to provide a written response within seven working days.
- We will write to you in a clear, concise language that is easily understood.

## Customer Confidentiality and Privacy

- Whilst not equally bound by the Privacy Act, staff will deal with individual matters in accordance with our adopted Privacy Policy.
- We will maintain appropriate confidentiality about dealings we have with you.

## Freedom of Information

The Freedom of Information Officer is required to deal with FOI requests in accordance with the Principles of Administration set out in Section 4 of the Freedom of Information Act 1992. The FOI Officer will:

- Assist customers to obtain access to documents.
- Allow access to documents to be obtained promptly and at the lowest reasonable cost.
- Assist customers to ensure that personal information contained in documents is accurate, complete, up-to-date and not misleading.





## HELPING US HELP YOU

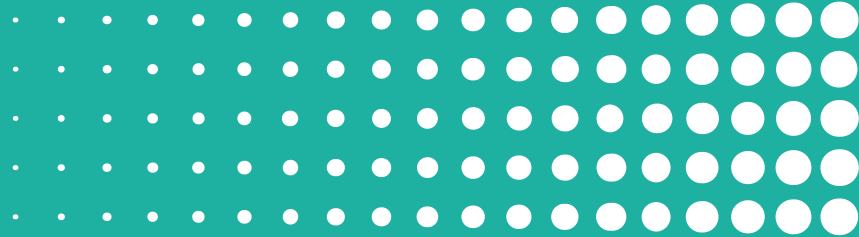
You can help us to meet these commitments to you by:

- Treating our staff with courtesy and respect
- Providing accurate, complete and detailed information and being honest in your dealings.
- Providing detailed or technical enquiries in writing.
- Having a notepad and pen by the telephone when you phone the Shire.
- Phoning to make an appointment if you have a complex enquiry or need to see a specific officer in-person.
- If phoning as a result of correspondence from the Shire, telephone directly to the officer nominated on the correspondence and quoting the reference number on the correspondence or quoting the assessment number on your rates notice.
- Informing the Shire if there has been a change in your contact details.
- Engaging with us through community consultation and engagement sessions so we can understand your views.
- Provide feedback of your experience so we can continually strive for improvements and manage performance.

## CUSTOMER SATISFACTION COUNTS

If there is something that you feel unhappy about, please utilise our simple complaints resolution process. This process involves senior officers and will ensure a thorough investigation of your complaint. See a Customer Service Officer for assistance in the process.

Please give us the opportunity to improve our service to you. Comments, suggestions and compliments all provide an effective means by which to assess the existing service you receive. We will monitor our performance and publish the results in our Annual Report.





# CONTACT US

## SHIRE ADMINISTRATION OFFICE



(08) 9671 2500



shire@wongan.wa.gov.au



wongan.wa.gov.au



Cnr Quinlan St & Elphin Crescent  
(PO Box 84) Wongan Hills WA 6603

## WONGAN HILLS COMMUNITY RESOURCE CENTRE



(08) 9671 2550



crc@wongan.wa.gov.au



The Station - 1 Wongan Road (PO Box 84)  
Wongan Hills WA 6603

## OPENING HOURS



Monday to Friday - 9.00am-4.30pm  
(exc. Public Holidays)



Shire of  
**Wongan-Ballidu**

