



Customer Service Charter

INTRODUCTION

This Customer Service Charter outlines the Shire of Dalwallinu's commitment to providing you (the community) with quality services and includes a clear guide to measure our performance. The Charter sets the minimum standards our employees should adhere to.

OUR VISION

Social and economic stability and well planned sustainable towns

A high standard of living, promoting business growth and nurturing agriculture in balance with the environment

A place of opportunity, acceptance of all people, strong health/aged care, educational services and a community favourable to extended families

OUR MISSION

To promote and enhance economic, cultural and social opportunities that will enhance the lifestyle for the community.

SERVICE STANDARDS YOU CAN EXPECT FROM US

As a customer you are entitled to:

- prompt, courteous, friendly and professional service;
- be treated with respect;
- have your concerns addressed promptly;
- have your business processed in a timely manner;
- receive accurate and timely information;
- participate in the community decision making process;
- access to all services and amenities provided by the Shire; and
- have your feedback used as an opportunity to improve our services.

OUR STANDARDS

The Shire of Dalwallinu's Customer Service Charter requires all staff to be competent, approachable and courteous at all times and we will do this by:

- wearing a name badge when assisting customers;
- treating all people as individuals, endeavouring to identify them by name;
- ensuring staff are multi-culturally aware;
- being positive, friendly, supportive and helpful;
- listening to people's views and opinions;
- focusing on what we can do, not what we can't do;
- ensuring people who have special needs are able to access our services;
- answering calls in a courteous manner;
- returning telephone calls within 24 hours;

- responding to all correspondence within 5 working days or providing an acknowledgement and explanation for the delay;
- responding to complaints/concerns within 5 working days;
- officer acknowledgement advising your concerns have been finalised;
- asking for clarification where necessary to ensure community needs are understood and can be met;
- maintaining up to date knowledge of services and amenities;
- ensuring staff are familiar with the vision and goals of the Shire's Strategic and Corporate Plans;
- making all attempts to resolve issues to the mutual satisfaction of the person and the Shire;
- referring any enquiry they cannot answer to an appropriate officer;
- ensuring an appropriate message is recorded and delivered;
- ensuring all enquiries where a commitment has been made are followed up and the person is advised of the outcome;
- looking for opportunities to provide better service to the community;
- keeping you informed about the progressed of your business with the Council; and
- writing our brochures, publications and correspondence in clear language.

YOU CAN ASSIST US BY

- providing accurate and complete details when you contact us with any queries or requests for assistance;
- making an appointment if you have a complex enquiry or need to see a specific officer;
- contacting the officer nominated on any correspondence sent to you and quoting the reference number;
- being clear and concise with your requests and being prepared with relevant information;
- working with us to help come to an amicable resolution;
- letting us know when your situation changes, for example; change of address, change of details for your registered animal
- treating employees with the same courtesy and respect given to you;
- acknowledging that the Shire may not have the authority to deal with your request or complaint and may need to refer it to another agency/organisation; and
- providing us with constructive feedback/compliments/suggestions to help us improve our services.

WHAT IF YOU DON'T GET THE SERVICE YOU DESERVE?

Council has a designated Complaints Officer (Chief Executive Officer), who will be your voice within Council and will endeavour to achieve a satisfactory solution for you. The Complaints Officer will investigate and advise you of the progress within ten (10) working days.

YOUR PRIVACY

At all times we will respect your privacy when dealing with us and the confidentiality of the information discussed. We will treat your personal information collected by us in the strictest confidence.

FREEDOM OF INFORMATION (FOI)

The Western Australian *Freedom of Information Act 1992* provides you the right to apply for access to documents held by state public sector agencies, which includes local governments.

For further information please contact the Shire on (08) 9661 0500.

CONTACT US

Our office hours are from 8.30am to 4.30pm for Administration.

You are welcome to attend the office (58 Johnston Street, Dalwallinu), phone us (9661 0500), email the Shire via shire@dalwallinu.wa.gov.au or write to us and address the correspondence to the appropriate officer at PO Box 141, Dalwallinu WA 6609.

Jean Knight

CHIEF EXECUTIVE OFFICER