



## Customer Service Charter

February 2018

### Our commitment to you

The Shire of Brookton is committed to providing quality services to its customers and has provided the following information on what you, as a customer, can expect when accessing services from the Shire of Brookton.

Our aim is to ensure that you are satisfied with the customer services provided because we will adhere to the following values, standards and levels of service delivery:

### Our values

We will:

- Treat all customers with fairness, honesty, courtesy and respect and be responsive and helpful in our dealings.
- Respect the laws under which we conduct our business and act accordingly.
- Conduct ourselves in a professional manner.
- Maintain discretion and confidentiality where it is necessary and required.
- Conduct our business with you in a transparent and approachable way that respects diverse views.
- Be attentive and empathic and we will value the input and contributions from all customers.
- Use assets responsibly and in a safe manner.
- Ensure accessibility to services, resources and information to all customers equally.
- Make decisions that ensure our operations, services and systems promote efficiency and good governance. □ Respect and uphold these Values together with the Council's Code of Conduct.

## Our service standards

We will:

- Adhere to and maintain the standards and levels of service delivery as promoted in this Customer Service Charter.
- Remedy any failure to meet the standards or levels of delivery as prescribed in this Customer Service Charter.

### By telephone

- Answer all calls promptly – max. 3 rings and try to resolve inquiries immediately.
- Respond to telephone messages as soon as practicable, or within 24hrs.
- Transfer your call to the relevant department (or section), and introduce the call providing your name and other relevant details.
- Keep to a minimum the number of times you are transferred and placed on hold.
- Provide accurate information on the correct person to talk with to address your request.
- Provide an automated after hours telephone service, with relevant and current information that relates to the Shire business, including hours of opening and emergency contact details.

### By other electronic means

- Provide a comprehensive website for our customers and ensure that all information is correct and relevant at the time of publication.
- Offer online services via our website for customers to lodge a service request.
- Disseminate current and factual information through various other forms of social media on a routine basis.

### By written correspondence

- Respond to all correspondence within 10 business days where a response is required, and a decision of Council is not.
- Respond to emails within 3 business days where a response is required.
- Ensure written responses are provided in clear and concise plain English.
- Ensure a contact name, number and email address is included on all outgoing correspondence.

The Shire of Brookton will also:

- NOT act on or respond to any verbal and/or anonymous requests, unless deemed to be an emergency or deemed to be of an urgent nature by the CEO.
- NOT act on or respond to if deemed to be frivolous or vexatious in nature, or has previously been attended too, to the satisfaction of the Shire CEO.

- Ensure all requests received from our customers are recorded in our Customer Request Register and receive an appropriate acknowledgement. Ensure all requests are assigned to an appropriate area or person to be responded to.
- Contact the customer by letter, email or telephone to provide details of the progress and outcome of the specific request. If the matter is not resolved within 5 business days the correspondence will detail an estimated timeframe for resolution.
- Refer your concern to the appropriate supervisor or manager for resolution if you are not satisfied with the initial officer's response.
- Make every effort to resolve an issue or concern in a diligent and timely manner.

Should you be dissatisfied with the Shire's response, you may contact one of the following intermediaries depending on the nature of the concern or the issue:

- **Public Sector Commission**  
Dumas House, 1<sup>st</sup> Floor 2 Havelock Street – West Perth WA 6005  
Phone: (08) 6552 8500  
[admin@psc.wa.gov.au](mailto:admin@psc.wa.gov.au)  
[www.publicsector.wa.gov.au](http://www.publicsector.wa.gov.au)
- **Department of Local Government**  
Dumas House, 1<sup>st</sup> Floor 2 Havelock Street – West Perth WA 6005 Phone: 9217 1500  
[www.dlgrd.wa.gov.au](http://www.dlgrd.wa.gov.au)
- **The Ombudsman**  
Level 12 / 44 St Georges Terrace  
PO Box Z5386 St Georges Terrace – Perth WA 6831  
Phone: 9325 1107 Fax: 9325 1107  
[mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)  
[www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)
- **The Equal Opportunities Commission**  
Level 2 Westralia Square, 141 St Georges Terrace – Perth WA 6805 Phone: 9216 3900 [eoc@eoc.wa.gov.au](mailto:eoc@eoc.wa.gov.au) [www.eoc.wa.gov.au](http://www.eoc.wa.gov.au)

## **Your responsibility**

You are requested to:

- Provide complete, accurate and detailed information including your full name and contact details when making a request.
- Provide clear details of your request including nature, location and understanding of the issue or matter being raised.
- Treat Councillors and Shire staff with courtesy and respect at all times.
- Respect the rights and views of other customers.  
Respect the other members of the community.
- Provide us with feedback so we can deliver better services.

## **Improving our service**

The Shire of Brookton is committed to continuous service improvement.

If you feel that our standards and/or levels of service do not align with this Customer Service Charter, then please lodge your concerns in writing marked to the attention Chief Executive Officer.

## **How to contact us**

Address all correspondence to the:

Chief Executive Officer  
14 White Street (PO Box 42)  
Brookton WA 6306

Phone: 9642 1106

Email: [mail@brookton.wa.gov.au](mailto:mail@brookton.wa.gov.au)