

CUSTOMER SERVICE CHARTER

Administration Centre – Eaton

1 Council Drive | PO Box 7016
EATON WA 6232
Tel: 9724 0000 | Fax: 9724 0091
records@dardanup.wa.gov.au
www.dardanup.wa.gov.au

[Adopted by Council: 23/07/2014
Resolution: 224/14]

Customer Service Charter

The Shire of Dardanup's Commitment to You

We value you as our customers, and have introduced this Charter as an expression of our firm commitment to providing a high standard of service, and ensuring consistency and sustainability in service delivery.

Our Customer Service Charter reflects our commitments in the quality of service which is provided to you.

Our charter will be regularly reviewed and adapted to meet the changing needs of our customers.

Our Mission

"Provide effective leadership in encouraging balanced growth and development of the Shire while recognizing the diverse needs of our communities."

Our mission is to provide services and representation that meets the needs of our customers.

Our Customer Service Charter states our recognition of the diversity that exists within our community and the commitment to our service standards.

Our aim is to be acknowledged as an organisation which shows leadership and commitment to high quality customer service.

Our Community Focus

Our activities will be aligned to the Shire's Strategic Plan.

We will engage the community on all aspects relating to the future of the Shire of Dardanup.

We seek comments and suggestions for delivering our services in a more efficient manner.

We aim towards best practice in every aspect of our business.

We will ensure that the Shire of Dardanup's natural, cultural and physical assets are managed for the overall benefit of the community.

Our decision making process will be fair and transparent and outcomes will be conveyed to stakeholders to ensure certainty and transparency.

We will proactively distribute news and information relating to current issues, activities and initiatives.

Our Accountability and Responsibility

We will ensure accurate and adequate record keeping.

Maintain Occupational Health and Safety policy and procedures.

Undertake customer surveys and convey the outcomes of those surveys to our community.

Our Customer Service Commitments:

We will display behaviour, actions and responsibilities reflecting community values and corporate standards.

We will provide a fair and unbiased customer services experience.

We will be positive, constructive and friendly with our customers.

We will provide prompt, reliable and accurate information when requested.

We will be innovative with our use of technology to ensure we deliver easily accessible services and information to our customers.

We will inform you of the agency that may be able to help you if your enquiry falls outside council's control.

We will Achieve our Commitment to Service Standards:

In General:

Advise you of the progress of your request at least every 15 working days, until the matter is resolved.

Promptly answer all telephone calls during working hours.

Introduce ourselves over the phone by name and Section, and provide a direct contact number for future communications when necessary.

Reply to telephone enquiries on the same day or the next working day, as appropriate.

Take personal responsibility for your enquiry to reduce the transfer of calls and inform you of any delays if you are "on hold".

Actively seeking your feedback on our services to ensure they meet your needs

In Person:

Promptly attend to you at all times in a professional, polite and attentive manner.

Listen attentively in order to understand your needs.

Attend to your initial enquiry by one of our Customer Service Officers.

Aim to attend and complete your request at the time of your visit.

When enquiries of a technical or specialist nature are made in person, ensure that the appropriate employee is called, if available, or that contact is made within 24 hours to arrange an appointment.

Ensure all Employees who have face-to-face contact with customers wear a name badge for ease of communication.

Endeavour to have an employee that is available in each section at all times during working hours.

Always be appropriately dressed.

Always try to resolve your request at the first contact.

In writing, (including emails):

Acknowledge your written request within 5 working days of receipt.

Acknowledge receipt of your email upon reading it and advise a response to the request will be made within 10 working days.

Advise you of the contact details and the name of the employee who will be responsible for actioning the request.

Whenever possible provide a completion date when requests require in-depth research which will take longer than 10 working days.

Write to you in clear, concise language that is easily understood.

If the issue is complex we will keep you informed of our progress.

If the issue is non complex, standard information will be sent out within 24 hours of the request being received.

We invite you to:

Attend Council and Committee meetings.

Meet and talk with Shire staff and hear about our projects and programs.

Make an appointment to speak with the relevant officer to discuss your concerns/issues.

How You can Help Us

Maintaining a respectful and polite manner with the Shire's staff.

Respect the rights of other customers.

Provide accurate and complete details in any request you make, preferably in writing if the matter is complex.

Work with us to solve problems.

Take note of the Officer's name and section in case you wish to contact them in the future.

Understanding that not all requests and enquiries can be immediately dealt with by our Officers, as many matters may require broader input by multiple areas within the Shire.

Help us to recognise our people by telling us when you have received excellent customer service.

Tell us if we fall short in our service in any aspect so we know how to improve our services.

Freedom of Information

We have a formal procedure for dealing with Freedom of Information requests. We will provide this procedure at the first instance when a Freedom of Information request is made.

Comments and Complaints

We have a formal procedure for dealing with Complaints that is in accordance with Australian Standard AS 4269 and Council policy.

All complaints will be dealt with as they arise in accordance with the policy.

Commitment - Complaints are to be handled with a commitment to efficient and fair resolution of complaints by staff in the organisation at all levels, including the Chief Executive Officer. This is shown by acknowledging consumers' rights to complain and actively solicits feedback from consumers.

Fairness - The complaints handling process recognises the need to be fair to both the complainant and the organisation or person against whom the complaint is made. Anonymous complaints will not be considered as legitimate and therefore in fairness will not be dealt with.

Contacting Us

Eaton : Shire of Dardanup – Administration Centre Eaton
1 Council Drive
EATON WA 6232

Phone: 9724 0000
Fax: 9724 0091

Or

Dardanup: Shire of Dardanup – Dardanup Office
3 Little Street
DARDANUP WA 6236

Phone: 9728 1422
Fax: 9728 1082

Postal: Chief Executive Officer
Shire of Dardanup
PO Box 7016
EATON WA 6232

Email: records@dardanup.wa.gov.au

Web: www.dardanup.wa.gov.au

If you are deaf, or have a hearing impairment or a speech impairment:

Contact us through the National Relay Service:

TTY users phone 133 677 then ask for 08 9724 0000.

Speak and Listen users phone 1300 555 727 then ask for 08 9724 0000.

Internet relay users connect to the NRS (www.relayservice.com.au) and then ask for 08 9724 0000.

If you need an interpreter:

Please contact TIS National on 131 450 and ask to be connected to the Shire of Dardanup on 08 9724 0000.

