# Customer Service Charter

## OUR VISION

A leading regional economic driver and a socially interactive and inclusive community.

## OUR MISSION

Provide leadership, direction and opportunities for the community.

## KEY PRINCIPLES

We set achievable goals and work with the community to maintain a reputation of openness, honesty and accountability.

In doing so, we:

- ☐ respect the points of view of individuals and groups;
- ☐ build on existing community involvement; encourage community leadership;
- ☐ promote self-reliance and initiative;
- ☐ recognise and celebrate achievement;
- ☐ support the principles of social justice; and
- ☐ acknowledge the value of staff and volunteers.

**Our employees are committed to providing customers with high quality service through access to consistent, accurate and relevant advice and information.**

## CUSTOMER SERVICE STANDARDS

Our employees will:

- ☐ identify themselves
- ☐ listen carefully to what you have to say
- ☐ be helpful, polite and courteous
- ☐ follow through on any commitments they make
- ☐ value and encourage your feedback.

Our information will be:

- ☐ easy to access
- ☐ accurate and consistent
- ☐ relevant and practical.

Our actions will:

- ☐ be fair and impartial
- ☐ be completed within a specified timeframe
- ☐ take your individual needs into consideration.

## OUR COMMITMENT

We will:

- ☐ answer telephone calls promptly and respond to telephone messages by the end of the next working day
- ☐ respond to verbal queries within 5 working days
- ☐ respond to written queries within 10 working days
- ☐ respond to complaints within 10 working days
- ☐ update you on the progress of your query or complaint if a delay is likely
- ☐ acknowledge and rectify when an error has occurred
- ☐ honour the Shire of Narrogin's Code of Conduct
- ☐ comply with the Council's adopted Complaint Management Policy.
- ☐ In giving advice of a refusal, approval or authorisation (including a license or permit) with or without conditions, Council's service promise is that its officers will, in all instances, provide the details of how, to whom and by when, an Appeal, Objection or Review of the decision can be made, if such right exists either at law or due to Council Policy.

## HOW TO MAKE A COMPLIMENT, SUGGESTION OR LODGE A WORKS REQUEST OR COMPLAINT

We encourage you to help us improve our products, facilities and services by contacting us to:

- ☐ compliment us on the services we do well
- ☐ offer suggestions on what we might do differently
- ☐ send a complaint and tell us what we can do better.

## WHAT IS A ...

**...compliment? -** an expression of approval or praise about our products or services.

**...suggestion? -** an idea or proposal that you believe will help improve our products or services.

**...complaint? -**an expression of dissatisfaction about our products or services, or the complaints handling process itself, where you expect a response or resolution.

## WE VALUE AND ENCOURAGE your feedback



### ...works request?

If you need to report a problem or request service from the Shire in relation to one of our many services or facilities maintained by the Shire, please obtain or download our Works Request Form.

## WHEN TO LODGE A COMPLIMENT?

To help us to continue to deliver quality service, we encourage you to:

- ☐ acknowledge quality service with a simple 'thank you'
- ☐ acknowledge quality service with a letter, email or advice on our Facebook Page perhaps when you feel it appropriate and justified
- ☐ let us know so that we may acknowledge the employee in some small way.

You may wish to obtain or download our Service Compliment / Complaint Form.

## WHEN TO LODGE A COMPLAINT?

To help us provide assistance, we ask that you:

- ☐ try to resolve the issue before lodging a complaint by contacting the employee you initially dealt with
- ☐ clearly state your complaint and provide all relevant information
- ☐ treat our employees with respect and courtesy.

## WHAT TO INCLUDE IN YOUR COMPLAINT

Your complaint should include details such as:

- ☐ who or what you are complaining about
- ☐ what you think has gone wrong
- ☐ how you have been affected
- ☐ when the issue occurred
- ☐ details of any telephone conversations and/or meetings
- ☐ copies of any relevant documents (e.g. letters)
- ☐ what you have done to try and resolve the issue
- ☐ the outcome you are seeking.

You may wish to obtain or download our Service Compliment / Complaint Form.

When we receive your complaint, we will:

- ☐ acknowledge that we have received your complaint
- ☐ keep your concerns confidential and discuss them only with the people who need to be involved
- ☐ consider your complaint carefully
- ☐ treat you fairly and impartially with courtesy and respect
- ☐ keep you informed about the progress of your complaint
- ☐ explain to you the reasons for any decision we make
- ☐ tell you about any action we have taken
- ☐ use your complaint to help improve our products or services.

## TAKING A COMPLAINT FURTHER

If you have a complaint, that you do not wish to raise directly with us, or after dealing with us you are not satisfied with the outcome, you may refer the matter to the Ombudsman Western Australia.

Telephone (Country callers): 1800 117 000

Email: mail@ombudsman.wa.gov.au

Further information can be obtained by visiting:
www.ombudsman.wa.gov.au

## MISCONDUCT

If your complaint involves alleged ***minor*** misconduct of a Shire employee, then you may wish to refer your complaint direct to the Public Sector Commission.

If your complaint involves alleged ***serious*** misconduct of a Shire employee, then you may wish to refer your complaint direct to the Corruption and Crime Commission.

If your complaint involves an alleged ***minor*** misconduct of an elected member, then you are encouraged to contact the Chief Executive Officer or the Public Interest Disclosure Officer (Executive Manager Corporate & Community Services).

If your complaint involves an alleged ***serious*** misconduct of an elected member, then you are encouraged to contact the Department of Local Government, Sport and Cultural Industries.

https://www.dlgsc.wa.gov.au/localgovernment/forcouncils/Pages/Breaches-of-the-Local-Government-Act.aspx

The definitions of what constitutes ***minor*** and ***serious*** misconduct is detailed on the following websites:

https://publicsector.wa.gov.au
https://www.ccc.wa.gov.au

## CONTACT US

For all compliments, suggestions concerns or complaints, please contact:

Shire of Narrogin
Executive Manager
Corporate & Community Services

**Telephone**
(08) 9890 0900

**Email**
enquiries@narrogin.wa.gov.au

**Web**
www.narrogin.wa.gov.au

**Post**
Shire of Narrogin
PO Box 1145
Narrogin WA 6312

**In Person**
89 Earl Street, Narrogin

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Shire of Narrogin
Love the life

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SHIRE OF NARROGIN

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