

Heart of the Stirlings



SHIRE OF GNOWANGERUP

**CUSTOMER SERVICE
CHARTER**

Version 3

2018



INTRODUCTION

The Shire of Gnowangerup is committed to providing the highest standard of service to all of our customers. Our customers have the right to expect excellent service from all areas of the organisation.

Our Vision

A progressive, inclusive and prosperous community built on opportunity.

Our Mission

To demonstrate leadership in the provision of facilities, infrastructure and services that meets the needs of the community.

Our Core Values

- **Honesty** – through integrity, ethical behaviour and trustworthiness.
- **Responsibility** – through accountability, transparency and ownership.
- **Respect** - of diversity and opinion, through politeness and inclusiveness of all community groups.
- **Excellence** – through consistency and the pursuit of continual improvement.
- **Fairness** – through justice and equality.
- **Teamwork** – through collaboration, partnerships and a willingness to work together.

Services and Standards you can expect

Our reception area will be:

- A clean and tidy, safe environment;
- Smoke Free;
- Accessible and welcoming;
- Displaying useful, current information; and
- Staffed during business hours.

At all times we aim to:

- Wear our ID badges so they can be easily seen and read;
- Dress appropriately according to the organisation's dress code;
- Acknowledge clients by name;
- Introduce ourselves by name, title or role;
- Respect differences in values, cultures, beliefs and ages, and include our awareness of diversity into our daily practice;
- Respect the dignity of all and show empathy and consideration in our daily practice;
- Be polite, friendly and welcoming when we communicate - in person, when writing, or by phone, fax or email;
- Listen attentively to customers and take their views into account;
- Provide customers with necessary and relevant information;
- Act on our commitments in a timely manner;
- Value customer's privacy by treating all personal information confidentially; and
- Be punctual for meetings and appointments.

If you make an enquiry in person we will:

- Ensure the reception is staffed during business hours;
- Promptly acknowledge you on arrival;
- Listen to your needs;
- Communicate clearly;
- Be courteous, fair and impartial in our dealings with you;
- Behave with honesty and integrity;
- Be alert to your privacy;
- Assist with enquiries and make a diligent effort to answer any questions at first point of contact;
- Act in accordance with legislation;
- Provide information that is up to date; and
- Refer you to the staff member best able to assist with your enquiry.

If you telephone us we will:

- Promptly answer within three (3) rings;
- When the Depot is unattended during business hours the phone will be diverted to the Manager of Works phone.
- Answer your telephone call professionally using our first name and the name of the Shire;
- Politely gain information from you so that we can transfer you to the relevant officer;
- If they are unavailable, you will be given the option to leave a message;
- When seeking information not immediately on hand you will be placed on hold for no more than 1 minute. If extra time is needed, we will promptly ensure you are notified and asked if you mind holding or if you'd prefer a staff member return your call; and
- Endeavour to return telephone calls at the first opportunity, however if information is not readily available enquiries will be answered within five (5) working days.

If you contact us in writing, by fax or via email we will:

- Acknowledge written correspondence within ten (10) working days;
- Acknowledge emails within two (2) working days;
- Respond in writing where possible and if appropriate;
- Ensure that all correspondence includes the name and contact details of the officer dealing with your enquiry; and
- If a full reply is not possible within the previously stated timeframe, you will receive an acknowledgement that will include the time the final response can be expected.

Our expectations of the Customer:

To make our job easier in providing exceptional service, we ask customers to:

- Treat Council Officers with respect;
- Respect the privacy, safety and needs of other members of the community;
- Provide accurate and complete details;
- Phone to make an appointment in relation to a complex enquiry or a need to see a specific officer; and
- Phone the Officer nominated on correspondence sent by the Shire.

Abusive Customers

- Where the customer is personally abusive or uses bad language the communication may be terminated immediately by the Officer;
- If face to face, the officer may walk away;
- If by telephone, the officer may terminate the call;
- If in an email, the customer may be blocked or not responded to;
- The CEO may decide to limit or cease communications with any person who is abusive or derogative in his/her communication with Council or who fails to accept that Council has done all that it can to assist;
- A decision of this nature will be communicated in writing to the person by the CEO; and
- If an officer feels threatened by the language or behaviour of the customer, the Police may be notified.

Complaints

A complaint is an expression of dissatisfaction with a decision, level or quality of service, or behaviour of an employee or agent, which can be investigated and acted upon where no right of appeal or review is available under any other legislation.

A complaint is not:

- A request for service (unless there was no response to a first request for service);
- A request for information or an explanation of a policy or procedure;
- Disagreement with a policy of the Council;
- An appeal or request for an internal or external review of a decision for which a structured process applies, other than that made as the result of a complaint; and
- An expression concerning the general direction and performance of Council or its Councillors.

If you are dissatisfied with the level or quality of service we have provided you with, let us know in writing, unless a disability prohibits this. Complaint resolution is an integral part of our continuous improvement process. All complainants should be identifiable, as complaints made anonymously will not be acted on.

We will listen to your concerns and attempt to resolve them fairly, efficiently and effectively.

We will use the information you provide to identify opportunities to improve our service to you.

In handling your complaint, we will:

- Ensure that every effort will be made in resolving your complaint;
- Work with you to resolve your complaint as soon as possible;
- Refer it to the appropriate officer for resolution, or if your complaint can't be handled at the first point of contact, pass on complaints made in writing to the appropriate officer for resolution; and
- Ensure that you will be contacted and advised of the course of action to be taken in a timeframe of 3 business days.
- Records of all complaints will be added to SynergySoft as per the Shire's Records Management Procedure.

How you can contact us:

You can contact us to make an enquiry or a complaint:

In person by visiting the Shire of Gnowangerup Council offices during the hours of 9.00am to 4.30pm Monday to Friday at 28 Yougenup Road, Gnowangerup WA 6335

In writing to 28 Yougenup Road, Gnowangerup WA 6335

By telephoning either the Shire Administration Office on (08) 9827 1007 during the hours of 9.00am to 4.30pm Monday to Friday or the Shire Depot on (08) 9827 1338 during the hours of 7.00am to 5:00pm Monday to Friday.

By faxing (08) 9827 1337

By emailing gnpshire@gnowangerup.wa.gov.au

Via our Website www.gnowangerup.wa.gov.au