



SHIRE OF

Quairading

Take a closer look

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CUSTOMER SERVICE CHARTER

"Our community is inclusive and supportive, built on a strong community spirit"

Introduction

This Customer Service Charter outlines the Shire of Quairading's commitment to providing timely, efficient and quality services to our Community. The Charter sets the minimum standards our Employees should adhere to while continually striving to improve the quality of our services.

Our Vision

Bringing People Together

Our Shire will be:-

- A place for our people with a strong sense of community, one that cares, is intergenerational and multicultural, connected, cohesive and vibrant, thus creating a welcoming place for people to visit and live;
- A place that is environmentally 'green', with a sense of openness and pride in the local area's natural assets, bush and reserves, a community that values and promotes the local environment; and
- A place that is relaxed and safe but active, with lifestyle choices of sport, culture and recreation.

Customer Service Objectives and Strategies

Strategic Direction

With reference to the Strategic Community Plan*, in particular the Social and Governance Strategies, the Customer Service Charter reflects the Community's expectations for future Service Levels upon which the Shire will need to focus to achieve those expectations, namely:-

- Engage local residents and ratepayers, local businesses, community groups, and other local stakeholders that contribute to the future of our community
- Inform future partners of our key priorities, and the ways in which we seek to grow and develop
- Provide a framework for monitoring progress against the community's vision and aspirations

* Shire of Quairading Strategic Community Plan 2017 – 2027



“Build and strengthen an active and vibrant community”

Service Standards You Can Expect

If you make an Enquiry in Person

We aim to resolve face-to-face enquiries immediately and when this is not possible we will call, email or write to you with a response. We will also:-

- Provide professional, polite and respectful service at all times.
- Ensure the Reception is staffed during business hours.
- Be courteous, fair and impartial in our dealings with you.
- Be aware of your need for privacy on Personal Matters.
- Act in accordance with all Legislation; and
- Provide up to date information.

On the Phone

We will answer calls:-

- Promptly in person during business hours;
- Professionally using the officer's first name and the name of the Shire.
- Transfer your call to the relevant officer. If they are unavailable you will be given the option to leave a message.
- Ensure all telephone messages are given to the appropriate Officer by the way of email/text messaging; and
- Endeavour to direct you to the correct service provider if the service you are seeking is not provided by the Shire.

Out of Business Hours:-

- Your Call will be transferred to Council's Mobile Phone. If the Matter is urgent and the Out of Hour Call is not answered, please leave a message and the Council Officer will respond as soon as possible.

Or Write/Email/Fax to us

We will endeavour to resolve your enquiry within 7 (seven) working days, unless statutory provisions apply, and we will also:

- Acknowledge your enquiry within 2 (two) working days.
- Write to you in clear, concise language that is easy to understand.

Accountability, Respect, Solidarity

Helping us to help you

You can help us to meet our commitments to you by:

- Being courteous, polite and respectful towards Staff;
- Respecting the rights of, and providing courtesy towards other customers;
- Being open and honest with the Shire by providing accurate and complete details;
- Providing your name and current contact details and advising us if they change.
- Making an appointment for complex enquiries or enquiries that require research.
- Searching our Website for the information you require.
- Providing us with feedback so we can deliver a better service.

We will respect cultural diversity, consider natural and social justice and value human dignity by:

- Avoiding all types of discrimination;
- Treating you as an individual;
- To access translation services where required; (Not available Onsite)
- Respecting Confidentiality;
- Treating you, your home and your property with respect;
- Respecting the different customs and lifestyles of our customers; and
- Ensuring we provide services, access and systems of communication for elderly and disabled customers.

Compliments and Complaints

Complaints

Complaint Resolution is an important part of our continuous improvement process.

If you have been in contact with us and are satisfied or dissatisfied with the service we have provided, please let us know.

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.

The step by step process below outlines how your complaint will be handled

- A Complainant may make a complaint by phone, email or in person but will be required to formalise the complaint in writing. Correspondence should be addressed to the Chief Executive Officer and the Complainant's contact details are required to be provided.
- The Chief Executive Officer will review the complaint with all relevant staff to find a solution to resolve the Complaint/Issue.
- Once a complaint is lodged, we undertake to acknowledge it in writing if it has not previously been resolved.
- We will inform you of any progress within seven working days.
- Some complaints may take longer to finalise, due to the complexity of the issue. If this is the case, we will keep you involved in the process and provide you with regular feedback.
- If you need any further clarification on how your complaint will be managed, we will provide you with information on our Complaint Policy/Procedure.

Should all initiatives fail and a satisfactory Resolution cannot be found, you can contact the following intermediaries.

The Ombudsman

Level 12/ 44 St Georges Terrace

PO Box Z5386 St George's Terrace - Perth WA 6831

Phone: (08) 9325 1107

Fax: 9325 1107

mail@ombudsman.wa.gov.au

www.ombudsman.wa.gov.au

The Equal Opportunities Commission

Level 2 Westralia Square, 141 St Georges Terrace - Perth WA 6805

Phone: (08) 9216 3900

eoc@eoc.wa.gov.au

www.eoc.wa.gov.au

Department of Local Government

Dumas House, 1st Floor 2 Havelock St - West Perth WA 6005

Phone: (08) 9217 1500

www.dlgrd.wa.gov.au

Office of the Information Commissioner

Albert Facey House, 469 Wellington Street - PERTH WA 6000

Phone: (08) 6551 7888

<http://foi.wa.gov.au/>

Compliments

Have we done something well? Why not let us know?

Positive feedback not only tells us that we are getting things right, but we pass your comments directly to the Shire staff involved – these 'pats on the back' are a powerful way to boost morale and inspire our team to continue doing their best.

How to Contact us

Online: <http://www.quairading.wa.gov.au/>

Also find us on Facebook

 @ShireofQuairading

Call: (08) 9645 2400

Fax: (08) 9645 1126

Email: shire@quairading.wa.gov.au

In writing: Chief Executive Officer

PO Box 38

Quairading WA 6383

In person: 10 Jennaberring Road

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