

## CUSTOMER FEEDBACK

To gauge our performance in relation to our service commitments, we encourage feedback from our customers.

This Customer Service Charter is intended as collaboration between the Council and the community it serves. Therefore, if there is something that you feel unhappy about, please utilise our simple feedback process.

Please give us the opportunity to improve our service to you. Comments, suggestions and compliments all provide an effective means by which to assess the existing service you receive.

Copies of our Complaints and Compliments Form can be downloaded from our website [www.wandering.wa.gov.au](http://www.wandering.wa.gov.au), or obtained from one of our Customer Service Officers.

## OUR VISION

Wandering is a community of responsible, resilient and adaptable residents thriving in our scenic, economically diverse environment.

### **Our Values:**

- Adaptability
- Perseverance
- Accountability
- Diligence



### **Shire of Wandering**

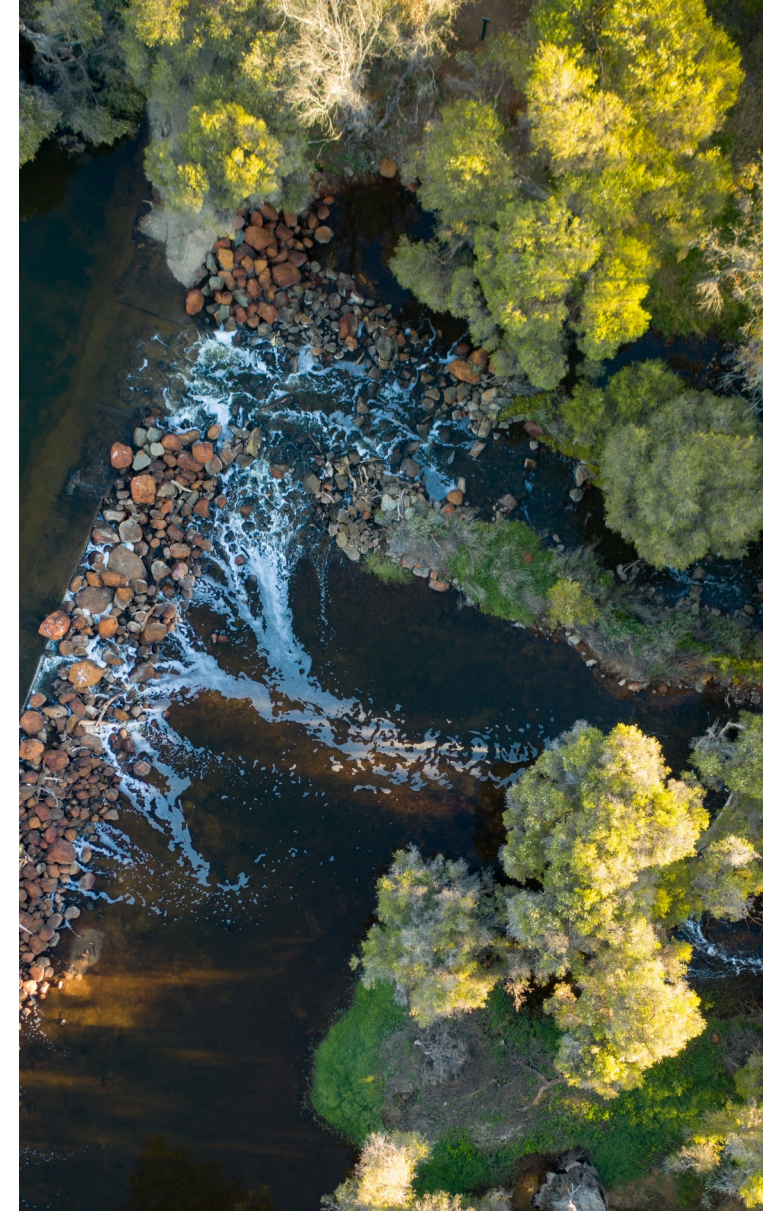
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# **Shire of Wandering Customer Service Charter**

## OUR COMMITMENT TO YOU

The Shire of Wandering is committed to providing high quality customer service through access to consistent, accurate and relevant advice and information.

The Shire is committed to ensuring you experience a positive and fair outcome whenever you contact us, and we always welcome feedback on how our services can be improved and what is important to you.

### **We will:**

- Progressively review and improve forms, systems and procedures from a customer's perspective;
- Conduct regular customer service employee training programs;
- Incorporate customer service improvements into all business plans;
- Progressively improve access to our services to all community members;
- Make information available in alternative formats for people with specific requirements; and
- Improve access to information by utilising a wide range of media types.

### **You can:**

- Provide accurate and complete details when contacting us with any queries or requests for assistance;
- Contact us to make an appointment if you have a complex enquiry or need to see a specific officer;
- Treat employees with the same courtesy and respect given to you; and
- Acknowledge that the Shire may not have the authority to deal with your request/complaint and that you may need to refer it to another agency/organisation.

## COMPLAINTS

A complaint is a statement that something is unsatisfactory or unacceptable. This includes decisions, a 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;
- 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 Council Members.

### **We will:**

- Ensure all complaints are dealt with fairly, quickly and equitably;
- Record your complaint and acknowledge it;
- Direct your complaint to the most appropriate person within the Shire of Wandering who will be responsible for keeping you up to date;
- After investigation, respond outlining the outcome; and
- Seek further information if required, and keep you informed of our progress.

### **You can:**

- Help us by providing us with sufficient detail to ensure your complaint is responded to in a timely manner; and
- Refer enquiries through the correct channels.

## HOW WE COMMUNICATE WITH YOU

We are committed to communicating with you in a timely and responsive manner in order to keep you up to date on relevant issues.

The Shire recognises that it is here to serve the short and long-term needs of its community and to uphold the community's vision and values, and we will strive to meet these goals at all times.

### **Communication channels may include some or all of the following:**

- Providing information on activities through a variety of means, including the Wandering Echo, Shire website and Facebook page, noticeboards, SMS, and mail-outs;
- Ordinary Council Meetings which are open to the public;
- Public meetings on issues of major community concerns;
- Direct contact to request community input on various issues; and
- An open invitation to send ideas, suggestions or feedback in writing.

