



Shire of **Ngaanyatjaraku**
ON A JOURNEY

CUSTOMER SERVICE CHARTER

Review Date: 10 June 2017
Responsible Officer: Chief Executive Officer

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1. CEO Statement

The Shire knows that the community values good customer service. Our aim is to give you the best service we can. This Customer Service Charter tells you what you can expect from us, what you need to know about your responsibilities and how to let us know if we are doing well or if we could do better. It also tells you about how we keep an eye on ourselves by measuring whether we are meeting our commitments to you.

We value your opinion and want to hear what you think about the quality of our service. We want to know about the things you like about us and if you have any suggestions about how and where we could do better. We also want to hear from you if you have a complaint, as your experience can help us to improve our service to you and to others. The Shire is also committed to the aims and objectives of the Public interest disclosure act 2003. It recognises the value and importance of contributions of staff to enhance administrative and management practices and strongly supports disclosure being made by staff as to corrupt or other improper conduct.

The Shire does not tolerate any of its officers, employees or contractors engaging in acts of victimisation or reprisal against those who make public interest disclosures.

2. Our values

We have a strong commitment to showing that we value excellence in customer service, innovation, continuous improvement, integrity, respect and team spirit. At all times we will endeavour to:

- Provide you with prompt, courteous, friendly and professional service;
- Treat you respectfully, as we ourselves would wish to be treated;
- Listen carefully and identify your needs;
- Respond to your reasonable individual needs and expectations;
- Accept responsibility for the timely processing of your business;
- Provide you with answers to enquiries or make arrangements for the enquiries to be addressed;
- Keep in contact with you so that you are informed of the progress of an issue;
- Fully explain decisions or Council's position on all issues raised, in our reply to you;
- View your feedback as an opportunity to improve our services, and
- Review the situation as circumstances change.

3. What you can expect from us

We will make it easy to use our services by:

- Making it as convenient as possible for you to contact us or do business with us;
- Making information available on the internet for general enquiries;
- Providing facilities where your personal privacy is assured;
- Providing an interpreter or different formats if you need them;
- Communicating with you professionally and in plain language which is easily understood;
- Acknowledging receipt of your correspondence or visit;
- Advising of what we are doing and why we are doing it;
- Treating your enquiry with timeliness, fairness and integrity; and
- Not discriminating against you if you make a complaint or feedback.

4. Definition of customer service commitment

4.1 Face to face

- Wherever possible face to face enquiries at the Shire's Customer Service Centre will be dealt with on the spot.
- Where an answer cannot be provided immediately, the customer's details will be taken and their enquiry will be referred to the appropriate area of the Shire for a formal response within 10 business days.
- If a formal response is required inside 10 days (e.g. relating to a rates enquiry and the due date for payment is less than 10 days away) every endeavour will be made to respond in the required timeframe and/or to protect the customers' rights with regard to deadlines.

4.2 Telephone (either the Shire's switchboard or transferred to an extension number)

- The Shire staff will answer telephone calls within 15 seconds.
- The Shire staff will strive to resolve telephone enquiries at the first point of contact most of time.
- If staff cannot provide an on the spot answer, they will provide a contact name and telephone number and details as to when the caller can expect to be contacted regarding their enquiry.

4.3 Correspondence (mail or facsimile)

- Written enquiries to the Shire will be responded to within 10 working days.
- Where a matter is complex and cannot fully be answered within 10 working days, the Shire staff will make contact either by telephone, mail or email to advise that the enquiry has been received and to provide an estimated date for finalisation.

4.4 Internet/email

- The Shire will respond to email enquiries received through the Shire's corporate inbox immediately to acknowledge receipt of the enquiry.
- From that point, email enquiries will be dealt with in the same way as other correspondence, i.e. a full response within 10 working days or less, or in lieu of that, an interim response with an estimated date for finalisation.
- Where the Shire or employees are emailed directly a response will be provided within 10 days unless the matter is more complex in which case an interim response will be provided with the full response to follow within 5 working days. If the email is highly complex requiring significant analysis, internal communication etc., the response may take longer than 5 days and the customer will be provided an estimated timeframe.
- The Shire will respond to enquiries submitted through the Shire's social media sites (if implemented) within two days unless the matter is more complex in which case an interim response will be provided with the full response to follow within five working days.

4.5 Customer contact quality standards

The following standards will be applied to all customer contact:

- For face to face enquiries employees will have their identification displayed or readily available for observation upon request;
- For telephone enquiries employees will identify themselves by name when answering;
- Customers will at all times be treated with courtesy and respect and their enquiry will be dealt with in good faith;
- Customers will be provided with honest and accurate information and where a staff member is not able to provide a response the matter will promptly be forwarded to another employee with the appropriate expertise;
- Where The Shire is found to be in error, employees will take ownership of the error by acknowledging that the Shire has not met expectations and advising the customer of the remedial action that will be taken to redress the situation; and Privacy and Confidentiality will be strictly maintained in accordance with the *Local Government Act 1995*, *Information Privacy Act 2007* and the *Privacy Act 2010*.

4.5.1 Prompt and efficient services

We respond quickly and effectively to your service requests by:

- Having defined service standards for most occurring service situations;
- Making a commitment to “when” and “how” the service will happen;
- Providing clear outlines of obligations, where appropriate, for any commonly occurring services;
- Notifying you if there is any delay in the service we promised;
- Referring you, where appropriate, to alternative organisations where the service might be available if The Shire is not able to provide the service you seek;
- Preventing unnecessary return visits or calls to the Shire;
- Advising you promptly of the outcome of your request.

Whether you phone, drop in personally, write or email us, we make every effort to:

- Answer your phone calls within 15 seconds;
- Acknowledge your letters within 10 working days;
- Acknowledge your emails within 10 working days;
- Welcome you at the Customer Service Centre within 3 minutes;
- Stick to agreed appointment times;
- Inform you of the best ways to access services from your Shire;
- Provide “After Hours” service for requests of an urgent nature;
- Provide access to the Shire information through our website.

4.5.2 Friendly, professional services

We provide all the Shire services in a friendly and professional manner by:

- Treating you politely and with respect;
- Identifying ourselves when we talk to you;

- Listening carefully to what you say;
- Treating your personal information with confidentiality;
- Being helpful and sensitive to your needs;
- Being competent in providing the information and services that the Shire has determined to provide to its community;
- Being friendly as well as professional.

4.5.3 Accurate and consistent information

We do our best to provide the information you need by:

- Clearly outlining our policies, systems and service standards where this information is needed by you;
- Giving you time to fully explain your situation and needs;
- Using plain, respectful language with a minimum of jargon, acronyms and abbreviations;
- Knowing about the services we provide or knowing where to access this information quickly;
- Not unnecessarily quoting rules and regulations or details you do not need;
- Considering the information you need, not just the question you ask.

4.5.4 Consult you when developing and improving products and services

We will seek your input in regard to the provision of services by the Shire in accordance with our Community Engagement Policy.

4.5.5 Fix our mistakes willingly

We willingly and reliably respond to complaints and errors by:

- Listening carefully to your situation and clarifying your needs;
- Apologising where we have made a mistake or caused delays;
- Informing you of the options open to yourself and The Shire;
- Taking ownership of any Shire errors;
- Acting to fix the problems and mistakes quickly where we are able;
- Following up to ensure you know what we did.

5. Complaints

We will respond to any complaints that we receive in accordance with the Shire's Complaints Management Procedure.

6. Customer feedback

Customer Feedback forms are available on the website and at Customer Service Centre, this enables customers to provide feedback.

7. Customers who make unreasonable demands

Customers who make unreasonable demands include members of the public whose demands on the Shire start to significantly and unreasonably divert the Shire's resources away from other functions or create the inequitable allocation of resources to other customers. Such demands may result from the amount of information requested, the nature or scale of services sought or the number of approaches seeking information, assistance or service.

Customers who make unreasonable demands on the Shire will be dealt with in accordance with the Shires' Unreasonable Complainant Conduct Policy.

8. Customers who cannot be satisfied

Customers who cannot be satisfied include members of the public and groups who do not accept that the Shire is unable to assist them, provide any further assistance or level of service that has been provided already and/or disagree with the action the Shire has taken in relation to the complaint or concern.

A customer who cannot be satisfied, and when all appropriate avenues of internal review or appeal have been exhausted and the customer continues to write, telephone, email and/or visit the Shire, will be dealt with in accordance with The Shires' Unreasonable Complainant Conduct Policy.

9. Customers who are rude, abusive or aggressive

Rude, abusive or aggressive behaviour may include rude or otherwise vulgar noises, expressions or gestures, verbal abuse of either a personal or general nature, sarcastic or offensive remarks directed personally to officers, threatening or offensive behaviour, physical violence against property or physical violence against a person.

If, in the opinion of any staff member rude, abusive or aggressive comments or statements are made in telephone conversations or interviews, the staff member may;

- Warn the caller that if the behaviour continues the conversation or interview will be terminated;
- Terminate the conversation or interview, if the rude, abusive or aggressive behaviour continues after a warning has been given;
- Call upon a manager or Police, as appropriate, if there is perceived threat.

10. Vexatious complaints

A person who continues to make representation by way of correspondence, telephone, email or personal representation, that has no basis in fact and/or is considered to be undertaken with frivolous or mischievous motives may be declared a vexatious complainant and will be dealt with in accordance with the Shires' Unreasonable Complainant Conduct Policy.

11. General

In all of the situations referred to in this policy, adequate documentary records must be made and maintained on the appropriate the Shire file.

Where the Chief Executive Officer determines to limit a customer's access to the Shire in any of the ways specified in this policy, the Chief Executive Officer must advise the Council as soon as possible of the relevant circumstances and the action taken.

12. The Shire contact details

Offices: Tjulyuru Cultural and Civic Centre
Warburton Community

Telephone: (08) 8956 7966 during office hours

Fax: (08) 8956 7959

Postal: PMB 87 via Kalgoorlie, Western Australia 6431

Email: mail@ngaanyatjarraku.wa.gov.au

Website: www.ngaanyatjarraku.wa.gov.au

13. The Shire hours

Office hours are: 8.30 am to 4.00 pm

Cashiering hours are: 8.30 am to 4.00 pm

Duty Planners and Building Surveyors available:
8.30 am to 11.00 am
or by appointment outside these hours

Acceptance of development applications: 8.30 am to 4.00 pm

14. Online services

The Shire's main website offers a wealth of information and up to date items that may be useful to its customers. The site is www.ngaanyatjarraku.wa.gov.au.