



SHIRE OF WICKEPIN

CUSTOMER SERVICE CHARTER

OUR VISION

A collaborative Council, dedicated to maintaining and developing our community assets for the benefit of our residents whilst supporting a strong community, vibrant economy, successful businesses and sound environment.

OUR MISSION

The Shire of Wickepin is committed to providing the highest standard of service through friendly, professional, and efficient service which meets your needs.

OUR CUSTOMER SERVICE

STANDARDS Our employees will

- Identify themselves.
- Listen carefully to what you have to say.
- Be helpful, polite and courteous.
- Follow through any commitments they make.
- Value and encourage 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 TO CUSTOMER SERVICE STANDARDS

We will:

- Answer all 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 to occur.
- Acknowledge and rectify when an error has occurred.
- Honour the Shire of Wickepin's Code of Conduct

Please respect our staff's right to enjoy time away from work and refer to any matters during office hours.

Abusive Customers

Where a customer is 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 address may be blocked or not responded to.

The Chief Executive Officer may decide (or delegate to Managers) to limit or cease responses to any person who is abusive and or derogatory in his/her communications with Council or fails to accept that Council has done all that can to assist. A decision of this nature will be communicated in writing to the person.

If any Officer feels threatened by language or behavior of the customer, the Police may be notified.

COMPLIMENTS AND COMPLAINTS

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 and services.

...Complaint?

An expression of dissatisfaction about our products or services, or the complaints handling process itself, where you expect a response or resolution.

WHEN TO LODGE A COMPLIMENT

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

- Acknowledge quality service with a simple 'thank you.'
- Acknowledge quality service with a written email or advice on Facebook perhaps where you feel it is appropriate.
- Let us know so that we may acknowledge the employee in some small way.

When to lodge a complaint

What is not a complaint

1. A request for a service
2. A request for information or an explanation of policy or procedure
3. Disagreement with a policy or procedure of Council
4. An expression concerning the general direction and performance or behaviour of Council or its Councillors; and
5. Reports about neighbours, noise, dogs, nuisance, unauthorised building work or similar issues the fall into the regulatory aspect of the Shire's services

A complainant may make a complaint by phone, email or in person to any Shire of Wickepin representative but will be required to formalise the complaint in writing.

Your complaint should include:

- 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 relevant documents (e.g. correspondence)

- What you have done to try and resolve the issue
- The outcome you are seeking.

When we receive your complaint, 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 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

HOW YOU CAN CONTACT US

Phone: (08) 9888 1005

In Person: 77 Wogolin Road, Wickepin, WA 6370

8.30am – 4.30pm. Monday to Friday

Mail: PO Box 19, Wickepin WA 6370

Email: admin@wickepin.wa.gov.au

Website: www.wickepin.wa.gov.au

Facebook; [https://www.facebook.com./Shire of Wickepin](https://www.facebook.com./Shire%20of%20Wickepin)

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