OUR CUSTOMER SERVICE CHARTER

INTRODUCTION:

The purpose of this charter is to provide a framework for defining the standards of service delivery. It also references the rights of customers, and how we will handle complaints from our customers.

PURPOSE & VALUES:

The Shire of Dowerin administration's purpose is to care for the sustainable development and service of our community guided by our values of:

- COMMUNITY – create a sense of belonging;
- SERVICE – provide the best;
- QUALITY – deliver high standards;
- TRUST – belief, confidence and reliability;
- DEVELOPMENT – sustainable growth for the future;
- SAFETY – minimise risk or harm;
- RESULTS – achieve positive outcomes.

IN GENERAL:

We are here to serve you. Please understand we are governed under the Local Government Act https://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_551_homepage.html and the Privacy Act https://www.legislation.gov.au/Series/C2004A03712

We welcome you to contact or visit us and look forward to assisting you with your enquiries. You may choose to contact us through the most suitable channel for you (Face to Face, Telephone, Writing or Email, Social Media). We have a team of customer representatives that look forward to serving you. While our customer representatives will aim to solve all enquiries at the first point of contact, please note that enquiries of a technical nature may require more time and to be passed on to an appropriate person for further assistance. We will follow up and take ownership of all enquiries.

FACE TO FACE:

We invite you to visit us during the hours of 8.30am to 4.00pm Monday to Friday and we are located at 13 Cottrell Street, Dowerin. Our team will be pleased to welcome you.

OVER THE PHONE:

We welcome your call during the hours of 8.30am to 4.00pm Monday to Friday on 9631 1202. To assist you we will answer the phone promptly and professionally. Outside of normal office hours for emergency situations (Hazards or community health and safety issues), please call our after-hours number on 0429 311 202 or 0429 311 160.

IN WRITING OR EMAIL:

All initial emails should be directed to dowshire@dowerin.com.au and have the enquiry in the subject line to help us direct your enquiry to the right department. If you would like to write to us through traditional post, please address your enquiry to Shire of Dowerin, PO Box 111, Dowerin 6461.

VIA INTERNET OR SOCIAL MEDIA:

We encourage you to engage and dialogue with us on social media. Our Facebook page is www.facebook.com/ShireofDowerin. Please post and share your content of our beautiful Shire on our page. Our Website www.dowerin.wa.gov.au has a list of FAQ's and Council updates. We also encourage the use of the Snap Send Solve App (www.snapsendsolve.com) to save time in identifying and reporting incidents.

MEASURING & IMPROVING QUALITY:

We aim to continuously improve and evaluate our service and services. We appreciate and seek constructive feedback from you through the above channels at anytime. We conduct annual customer and community feedback surveys which we encourage your participation in.

HELPING US TO HELP YOU:

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

- Being courteous, polite and respectful to our team who seek to do their best
- Being open and honest with us by providing accurate and complete details when contacting us
- Letting us know when your situation changes, for example, your address or personal details change or your dog or cat registration details change
- Working with us to help solve problems
- Helping us recognise our team by telling us when you have received excellent customer service

OMBUDSMAN WESTERN AUSTRALIA:

If you feel the need to make a complaint about how we have handled your requests we encourage you to do so to our CEO in person or via phone or email. If you are still unsatisfied, you may wish to contact the Ombudsman (www.ombudsman.wa.gov.au) or in writing to: PO Box Z5386, St. Georges Terrace, Perth WA 6831.

FREEDOM OF INFORMATION:

The West Australian *Freedom of Information Act 1992* provides you the right to apply for access to documents held by state public sector agencies, which includes government departments, local governments, statutory authorities and ministers.

The Shire will assist you:

- Gain access to documents possessed by the Shire; and
- Ensure information is accurate, complete and not misleading.

If you are unsure whether you need to lodge an application, or for further information, please contact the FOI Coordinator by phone on: 9631 1202, or email dowshire@dowerin.wa.gov.au

ACCESS & INCLUSION:

The Shire is committed to creating an accessible and inclusive community. If you have any challenges accessing service or services, please contact us through the appropriate channels.

CONTACT US:

For further ways to contact the Shire of Dowerin, please refer to our website www.dowerin.wa.gov.au