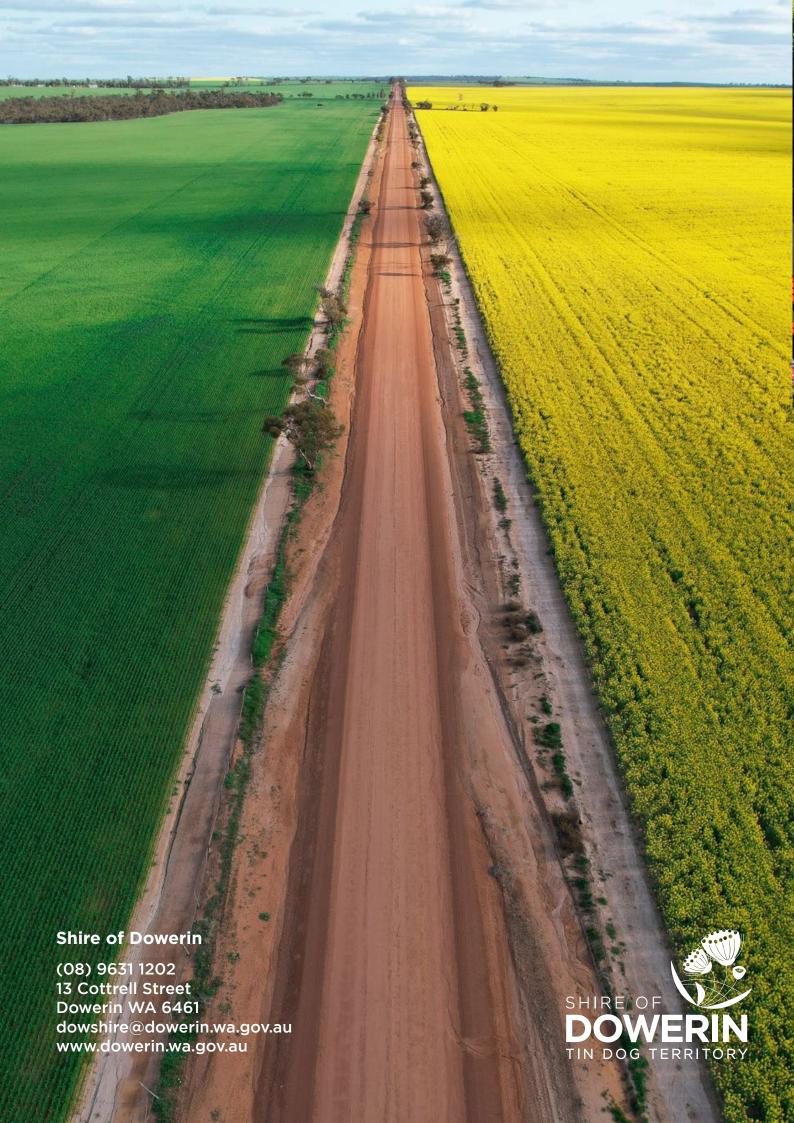


# **Customer Service Charter**

2022







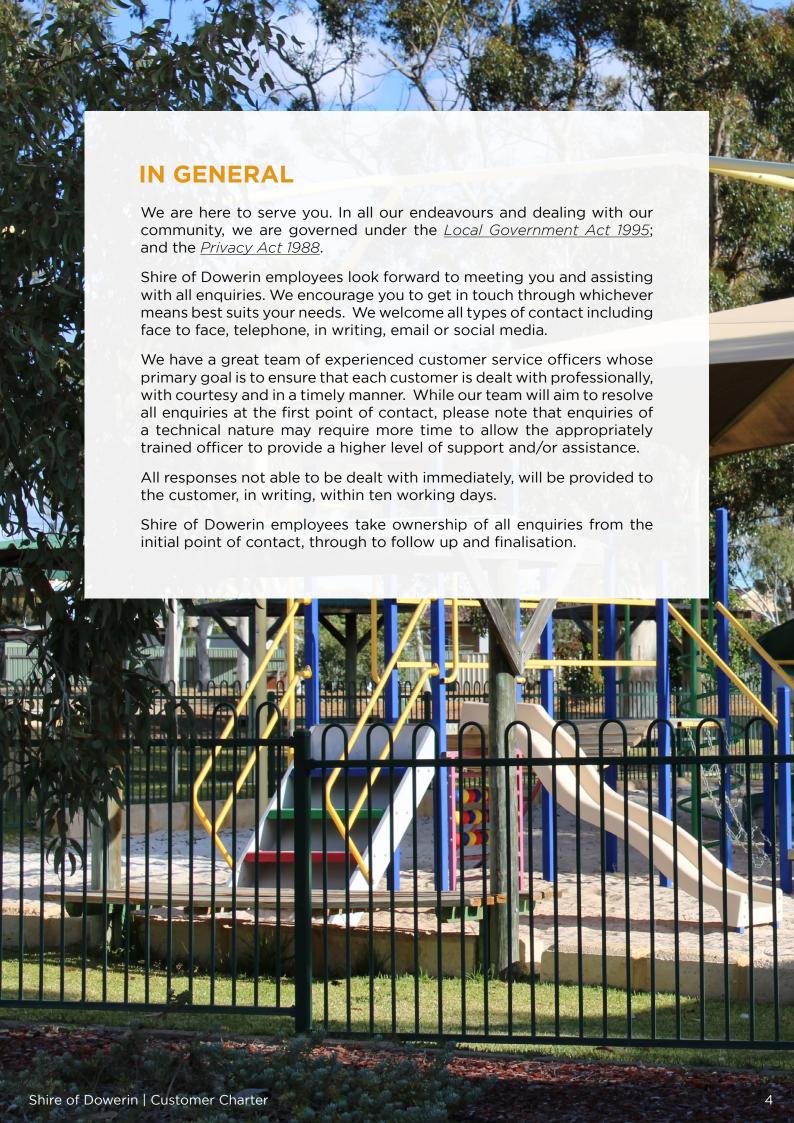
## INTRODUCTION

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

# **PURPOSE & VALUES**

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

1 Community	create a sense of belonging
2 Service	provide the best
<b>3</b> Quality	deliver high standards
4 Trust	belief, confidence and reliability
5 Development	sustainable growth for the future
6 Safety	minimise risk or harm
7 Results	achieve positive outcomes



#### **OUR CONTACT & SERVICE STANDARDS**

We are committed to communicating with you in a timely manner and being as responsive as possible to your issues, enquiries and concerns.



#### Face to face

We invite you to visit us at the Shire Administration Office located at 13 Cottrell Street, Dowerin during the hours of 8.30am to 4.00pm Monday to Friday.

When you make an enquiry at the front counter, we aim to resolve it as soon as practicable. If your query requires technical advice or attention, we will refer you to the appropriate staff member. If the staff member is not available, contact will be made with you within two working days.



#### Over the phone

We welcome your call during the hours of 8.30am to 4.00pm Monday to Friday on 9631 1202.

We will answer calls promptly and resolve your enquiry immediately if possible, however if your query requires technical advice or attention, we will refer you to a relevant staff member. If no-one is available, we will have your call returned within two working days. 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.



#### In writing or email

All initial emails should be directed to <u>dowshire@dowerin.com.au</u> with the enquiry noted in the subject line. This will 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 WA 6461. If required, your request may be acknowledged as soon as practicable, and we will endeavour to provide a detailed response within ten working days upon receival.



#### Via Internet or Social Media

We will provide up to date information including forms, application forms, information sheets and meeting Agendas and Minutes on our website. After hours emergency numbers are available on the "contact us" section of the website.

We encourage you to engage with us on social media. Our Facebook page is <u>www.facebook.com/ShireofDowerin</u>. Please post and share your content of our Shire on our page.

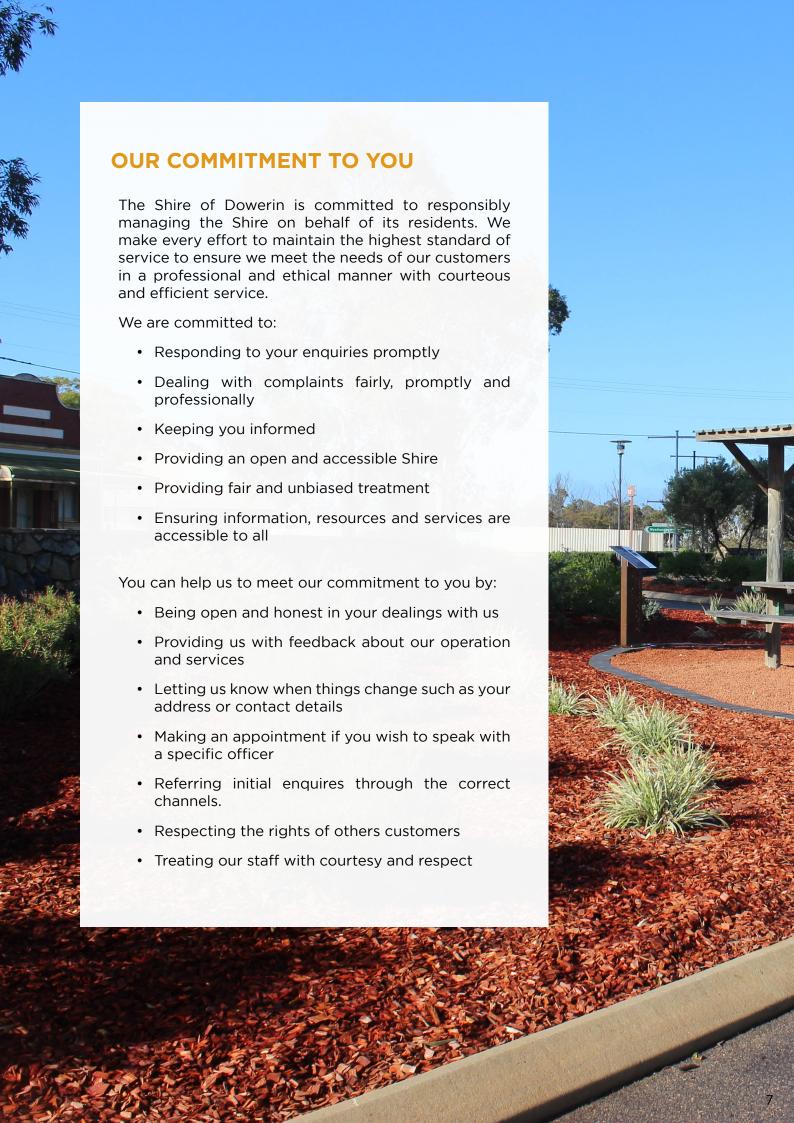
Our website <u>www.dowerin.wa.gov.au</u> has a list of FAQs and Council updates. We also encourage the use of the Snap Send Solve App (<u>www.snapsendsolve.com</u>) to save time in identifying and reporting incidents.



### **Contacting Councillors**

Councillors are elected members of the community and their role is to represent the community, provide leadership and guidance, facilitate communication between community and Council staff, make decisions on matters before Council, determine Council policy, govern finances and provide forward planning and evaluation of progress.

Councillors are keen to hear the views of local residents on issues which are of concern. You can contact your local Councillor via email; contact details are available on our website.



#### **MEASURING & IMPROVING QUALITY**

We aim to continuously improve and evaluate both our level of customer service and the provision of Shire services. We appreciate and seek constructive feedback from you through the afore mentioned channels at any time. We conduct bi-annual customer and community feedback surveys which we encourage you to participate in.

#### FREEDOM OF INFORMATION

The <u>Freedom of Information Act 1992</u> 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 to:

- 1. Gain access to documents possessed by the Shire; and
- 2. 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 <a href="mailto:dowshire@dowerin.wa.gov.au.">dowshire@dowerin.wa.gov.au.</a>

#### **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**

You may also contact the Shire of Dowerin via our website www.dowerin.wa.gov.au.





# **Contact us**

Shire of Dowerin 9631 1202 dowshire@dowerin.wa.gov.au www.dowerin.wa.gov.au