



CUSTOMER SERVICE CHARTER

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;
3. QUALITY - deliver high standards;
4. TRUST - belief, confidence and reliability;
5. DEVELOPMENT - sustainable growth for the future;
6. SAFETY - minimise risk or harm; and
7. RESULTS - achieve positive outcomes.

IN GENERAL

We are here to serve you. In all our endeavours and dealings with our community, we are governed by the *Local Government Act 1995* [Available Here](#) and the *Privacy Act 1988* [Available Here](#).

Shire of Dowerin employees look forward to meeting you and assisting with all enquiries. We encourage you to get in touch through whichever means best suits your needs. We welcome all types of contact including face to face, telephone, in writing, email or social media.

We have a great team of experienced customer service officers whose primary goal is to ensure that each customer is dealt with professionally, with courtesy and in a timely manner. While our team will aim to resolve all enquiries at the first point of contact, please note that enquiries of a technical nature may require more time to allow the appropriately trained officer to provide a higher level of support and/or assistance.

All responses not able to be dealt with immediately will be provided to the customer, in writing, within ten working days.

Shire of Dowerin employees take ownership of all enquiries from the initial point of contact, through to follow up and finalisation.





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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.

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 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.

VIA INTERNET OR SOCIAL MEDIA

We encourage you to engage 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 FAQs 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 both our level of customer service and the provision of Shire services. We appreciate and seek constructive feedback from you through the above channels at any time. We conduct annual customer and community feedback surveys which we encourage you to participate in.

HELPING US TO HELP YOU

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

1. Being courteous, polite and respectful to our team who seek to do their best;
2. Being open and honest with us by providing accurate and complete details when contacting us;
3. Keeping the Shire updated on changes to your personal details e.g.: change of address; name; animal registration etc;
4. Working with us to help solve problems; and
5. Helping us recognise our team by telling us when you have received excellent customer service.





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OMBUDSMAN WESTERN AUSTRALIA

If you would like to make a complaint about how we have responded to any enquiries or concerns, you are encouraged to do so by contacting the Chief Executive Officer in person or via phone or email. If you are still unsatisfied, you may wish to contact the Ombudsman via email (www.ombudsman.wa.gov.au) or in writing to PO Box Z5386, St. Georges Terrace, Perth WA 6831.

FREEDOM OF INFORMATION

The *Freedom of Information Act 1992* provides you with 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 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

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

