

SHIRE OF DONNYBROOK- BALINGUP



CUSTOMER SERVICE CHARTER

1. COMMITMENT TO YOU

Our Customer Service Charter reflects our commitment to provide you with quality services and gives you standards by which to measure our performance. It also provides staff with clear standards for which to aim.

This Charter will be reviewed and adapted to meet the changing needs of our customers.

Our Vision:

“To grow our proud, motivated and engaged community that values and maintains its rural lifestyle, cultural heritage and natural environment”.

Our Customers Include:

1. Residents, electors, members of the business community and community groups;
2. Future residents, electors and generations who will be affected by today’s planning decisions;
3. Government departments and non-Government agencies;
4. Fellow staff within Council;
5. Visitors to the Shire.

2. SERVICE STANDARDS YOU CAN EXPECT

2.1 In Person

- (a) Place you, our customer first;
- (b) When we attend to you, we will ensure you have our full and undivided attention, with no unnecessary interruptions;
- (c) All Council staff will wear a name badge for ease of communication;
- (d) We will be courteous, efficient and prompt at all times;
- (e) We will endeavour to answer your request at the time of your visit;
- (f) We will be sensitive and responsive to your needs;
- (g) We will respect your privacy and will not divulge any personal information about you, other than information that we must make public under law;

2.2 On the Telephone

- (a) We will answer your call within 4-5 rings (internal & external);
- (b) We will return your telephone enquiry within 2 working days;
- (c) We will provide you with a contact name at all times.

2.3 In Writing/Email

- (a) We will write to you in clear, concise language that is easily understood;
- (b) We will respond to your correspondence within 5 working days;
- (c) We will send out standard information to you within 2 working days;
- (d) If your general correspondence enquiry proves to be more complex and requires in-depth research, we will acknowledge your letter within 5 working days and give you an expected completion date;
- (e) Incoming email shall have no greater or lesser importance than other forms of correspondence and will be subject to the same turnaround times.

2.4 For Building and Planning applications

- (a) We will process all standard Building applications that can be dealt with under delegated authority and do not require formal advertising or referral, within the timeframes prescribed in the Building Act 2011 being a maximum of 10 working days for a certified application and 25 working days for an uncertified application, providing all required information has been submitted with your application.
- (b) We will process all standard Planning applications that can be dealt with under delegated authority and do not require formal advertising or referral.
- (c) We will acknowledge complex Planning applications within 5 working days and keep you informed at each stage as the application progresses.

3. HOW WILL WE ACHIEVE OUR COMMITMENT TO

- (a) By including in future staff recruitment processes, a selection criteria of a positive attitude towards customer service;
- (b) By conducting customer service training programs;
- (c) By making the development of positive customer service attitudes part of the performance review of all staff;
- (d) By progressively reviewing and improving forms, systems and procedures from a customer's perspective;
- (e) By progressively improving access to our services for people with disability and people from culturally and linguistically diverse backgrounds;
- (f) By improving access to Council information by producing regular information pages in the local press, a new residents information kit, an annual report, and making Council minutes readily available on the shire website;
- (g) By Council and management reinforcing the priority of achieving excellence in customer service.

4. HELPING US TO HELP YOU

You can help us to meet these commitments:

- 1. By having a notepad and pen by the phone when you call Council;
- 2. By providing accurate and complete details when writing or phoning us with any queries;
- 3. By phoning to make an appointment if you have a complex enquiry or need to see a specific officer;
- 4. By ensuring that applications for Building and Planning approvals are complete and include all required data;
- 5. If phoning about correspondence from Council, please contact the officer nominated on the correspondence and quote the reference number on the letter;
- 6. By treating staff with courtesy and respect.
- 7. Acknowledging that the Shire may not have the authority to deal with your request/complaint and may need to refer it to another agency/organisation.

5. CUSTOMER SATISFACTION COUNTS

As we strive to deliver better service, we encourage you to give feedback. Whether you have a request for action, a complaint or a compliment, we would like to hear from you.

If you are not satisfied with our service:

1. Raise your concern with the staff member you have been dealing with to give him/her a chance to resolve the problem;
2. If you are not satisfied or feel unable to talk to that staff member, contact that person's supervisor;
3. If you prefer, the "complaint report form" can be used to bring the problem to our attention;
4. Or alternatively by using the Customer Feedback page on Council's website – www.donnybrook-balingup.wa.gov.au

Signed



Benjamin (Ben) Rose
Chief Executive Officer

Note: This document is available in alternative formats on request. Please contact (08) 9780 4200.

Reviewed: 20 June 2016