



Customer Service Charter

Administration Offices

Tambellup:

46-48 Norrish Street

TAMBELLUP WA 6320

Broomehill:

30360 Great Southern Highway

BROOMEHILL VILLAGE WA 6318

Telephone: 9825 3555

Fax: 9825 1152

Email: mail@shirebt.wa.gov.au

Website: www.shirebt.wa.gov.au

Customer Service Charter

The Shire of Broomehill-Tambellup's commitment to you.....

Our Customer Service Charter reflects our commitment to the quality of service provided to you.

Our Charter is regularly reviewed and adapted to meet the changing needs of our customers.

Our Mission

To meet the needs of all community and visitors by providing leadership and facilitating the provision of services and facilities.

Our Customers

People who have dealings with the Shire of Broomehill-Tambellup, including:

- ◆ Residents, ratepayers, business proprietors, community, sporting and recreation clubs and associations;
- ◆ Visitors to the Shire of Broomehill-Tambellup;
- ◆ Employees, Contractors and Volunteers of the Shire of Broomehill-Tambellup; and
- ◆ Representatives of Government departments and non-government agencies and organisations.

We will achieve our commitment to you by:

- ◆ Progressively reviewing and improving forms, systems and procedures from a customer's perspective and conducting regular customer service employee training programs;
- ◆ Incorporating customer service improvements into all Business Plans;
- ◆ Making the development of positive customer service attitudes part of the annual performance review program for all employees;
- ◆ Progressively improving access to our services for people with disabilities and people from culturally and linguistically diverse backgrounds;
- ◆ Making information available in alternative formats for people with specific requirements;
- ◆ Improving access to Council information by utilising a wide range of media including regular newsletters to residents and electronic access to the Shire's website; and
- ◆ Ensuring all complaints are dealt with fairly, quickly and equitably and in accordance with procedure.

You can assist us by:

- ◆ Having a notepad and pen by the phone when you call the Shire;
- ◆ Providing accurate and complete details when phoning us with any queries or requests for assistance;
- ◆ Phoning to make an appointment if you have a complex enquiry or need to see a specific officer;
- ◆ Phoning the officer nominated on correspondence sent to you and quoting the reference number of the letter;
- ◆ Being clear and concise with your requests and being prepared with relevant information;
- ◆ Participating in community consultation processes;
- ◆ Treating employees with the same courtesy and respect given to you, and formally recognising excellent customer service;
- ◆ Acknowledging that the Shire may not have the authority to deal with your request/complaint and may need to refer you to another agency/organisation.

Service Standards (in person)

We will:

- ◆ Promptly attend to you at all times in a professional, polite and attentive manner;
- ◆ Listen attentively in order to understand your needs;
- ◆ Aim to attend and complete your request at the time of your visit;
- ◆ When enquiries of a technical or specialist nature are made at the Administration offices, ensure that the appropriate employee is called, if available, or that contact is made promptly to arrange an appointment;
- ◆ Respect your privacy and keep your information confidential in accordance with relevant legislation;
- ◆ Ensure all employees who have face-to-face contact with customers wear a name badge for ease of communication; and
- ◆ Always be appropriately dressed.

Service Standards (on the telephone)

We will:

- ◆ Promptly answer all telephone calls during working hours;
- ◆ Introduce ourselves over the phone by name and provide a direct contact number for future communications, if necessary;
- ◆ Reply to telephone enquiries on the same day or the next working day, as appropriate; and
- ◆ Take personal responsibility to reduce the transfer of calls and inform you of any delays if you are 'on hold'.

Service Standards (in writing, including emails)

We will:

- ◆ Acknowledge your written request in a timely manner;
- ◆ Whenever possible provide a completion date when requests require in-depth research which will take longer than 10 working days;
- ◆ Write to you in clear, concise language that is easily understood; and
- ◆ Send out standard information as soon as possible.

We suggest that, if your enquiry is urgent, you telephone our office on 9825 3555.

Service Standards (in general)

We will advise you of the progress of your request on a regular basis until the matter is resolved.

Abusive Customers/Unacceptable Behaviours

Unacceptable behaviours include the following:

- ◆ Any act or written or verbal abuse including that of a discriminatory nature;
- ◆ Threatening behaviour or intimidation;
- ◆ Serious or persistent harassment;
- ◆ Damage to property; or
- ◆ Behaviour that causes anyone to feel upset, threatened, frightened or physically at risk.

Any situation involving the above may result in communication being limited or terminated and Police being contacted. On occasions when communication is limited or ceased, the decision will be communicated in writing to the person.

Service Requests

(A Service Request is defined as a person's request for a service or action to be undertaken by the Shire)

We will:

- ◆ Make safe urgent road and footpath defects within 24 hours of notification and carry out routine minor footpath and road repairs as soon as practicable;
- ◆ Acknowledge routine Works Requests or complaints within 2 working days of them being received;
- ◆ Respond to Private Works requests within 7 days of them being received and advise when the works will be scheduled to be completed; and
- ◆ Give you at least 24 hours' warning notice if we need to carry out repair works in your street which affect your property (other than emergencies).

Development Applications:

We will:

- ◆ Register applications upon receipt (providing that they contain all the required information and fees);
- ◆ We will process standard building and planning applications that can be dealt with under delegated authority ,within statutory timeframes;
- ◆ Acknowledge complex planning applications within five (5) working days and keep you informed at each stage as the application progresses; and
- ◆ Advise persons who make a submission on a Town Planning Scheme Amendment that their submission has been received, within 5 working days.

Customer Feedback

Your views are important

We believe our customers deserve a high quality service, delivering prompt and useful information. We welcome and value your feedback, be it a request for action, constructive complaint or a compliment.

Please discuss your feedback with staff you have been dealing with in the first instance, to enable them to address your concerns.

If you are unhappy with the outcome your feedback has received you may contact or speak with the staff member's manager or the Chief Executive Officer.

The Shire encourages you to express your views on the services provided. By telling us what services have been beneficial and how others could be improved, we can ensure our standard of customer service will meet your expectations.

If we can help please contact us:

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