

*Our Customer Service Charter states our commitment to you in providing quality services, gives you standards to measure our performance and provides staff with clear standards to aim for.*

## **OUR CUSTOMERS**

The very nature of local government necessitates a broad definition of customer, therefore we consider everyone we deal with as our Customer.

### **SERVICE COMMITMENTS YOU CAN EXPECT**

#### **Service commitments - In person:**

We will welcome you in a professional and courteous manner and introduce ourselves by name.

All staff who have face-to-face contact with customers will wear a name badge.

We 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 Customer Service Centre, we will ensure that the appropriate staff member is called if available, or that contact is made within 24 hours to arrange an appointment.

All staff, if available, will promptly attend to front counter enquiries when requested by a Customer Service Officer.

We will always be appropriately and professionally presented.

#### **Service commitments - On the telephone:**

We will endeavour to answer your call within fifteen (15) seconds during opening hours at all Shire offices and facilities.

We will introduce ourselves using at least our first name and identify our section.

We will provide a 24-hour after hours telephone service for emergency calls.

We will put calls on hold for no longer than one (1) minute at a time and if the information sought takes longer to obtain then we will advise you and arrange to call you back within an agreed period.

We will strive to take personal responsibility for your enquiry to reduce transferred calls.

Whenever possible the appropriate staff member will speak to you personally to help progress your enquiry.

If the staff member is not available, you will have the option to leave a recorded message on the staff member's voicemail system, or leave a message with customer service staff to then forward on to the staff member.

We will respond to your telephone enquiry within one (1) working day.

We reserve the right to terminate any telephone call after adequate warning where the customer displays personal abuse or vulgar and obscene language.

#### **Service commitments - Via email/ In writing:**

We will respond to your email request or written correspondence within ten (10) working days of it being received.

When an email request or written correspondence requires in-depth research which will take longer than ten (10) working days, you will receive an acknowledgement notification.

We will write to you in clear, concise language that is easily understood.

Incoming email shall have no greater or lesser importance than other forms of correspondence and will be subject to the same turnaround times.

## **FREQUENT REQUESTS**

### **OUR COMMITMENTS TO YOU**

Public Safety matters will be attended to within 24 hours of notification.

Other requests for works will be assessed and if warranted work will be programmed to be undertaken as soon as practicable.

The most frequent requests are for:

Rubbish & Recycling bins: Rubbish bins will be ordered or replaced within five (5) working days.

Recycling bins will be ordered or replaced within ten (10) working days.

Building applications: assessment of simple plans will commence where all information is submitted with the application within five (5) working days. Where further information is required, a staff member will contact you.

Planning applications will be acknowledged within ten (10) working days. When a detailed assessment is required we will keep you informed and request further information where required.

## HOW WE WILL ACHIEVE OUR CUSTOMER COMMITMENT TO YOU

By including in our future staff selection criteria a requirement for a "positive attitude towards customer service".

By acknowledging staff who provide excellent customer service.

By progressively reviewing and improving forms, systems and procedures from a customer's perspective and ensuring that cultural differences are respected.

By improving access to Shire information by producing a regular newsletter to residents, a New Resident Welcome Kit year round, Community Directory and an informative, current Website.

By maintaining our commitment to be an accessible and inclusive local government.

Reinforcement of the Customer Service Commitment through the Staff Annual Performance Review process.

Reinforcement of the Customer Service Commitment by providing ongoing opportunities for further development for all staff.

When you contact us we will notify you as soon as practicable if there is a delay in our service commitment.

When works to be undertaken adjacent to your property affect your access we will advise you before they commence.

When we visit you we will leave a 'visit card' with contact details if we call at your residence and you are not home.

## YOU CAN HELP US TO HELP YOU

By having a notepad and pen by the phone when you call us at the Shire.

By providing accurate and complete details when phoning us with any queries and stating your requests in clear and concise terms.

By phoning to make an appointment if you have a complex enquiry or need to see a specific staff member.

By treating Shire staff with the same courtesy and respect given to you.

**This document can be made available in alternative formats upon request.**



## DID WE MEET YOUR REQUIREMENTS?

*Please give us the opportunity to improve our service to you. Comments, suggestions and compliments all provide an effective means by which to assess the existing service you receive. We welcome and value your constructive feedback.*



*Our Commitment to You*

# CUSTOMER SERVICE CHARTER

Shire of Capel  
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CAPEL WA 6271

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Shire Office Hours 8.30am – 4.30pm  
Monday to Friday