

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

OUR CUSTOMERS

- Residents, ratepayers, electors, members of the business community and community groups.
- Future generations who will be affected by today's planning decisions.
- Government departments and non-government agencies.
- Shire of Denmark staff, management and councillors.
- Visitors to the Shire.
- Contractors and suppliers.

SERVICE STANDARDS YOU CAN EXPECT

Regardless of your method of enquiry, in person, by telephone, email or letter:

- We will acknowledge your information request, including sending out any standard information packages, within two (2) working days.
- We will respond to your enquiry of general correspondence, including standard response letters, within seven (7) working days.
- If your enquiry is complex and will require greater research, we will acknowledge your request within seven (7) working days to advise you of our progress and an expected response date.

In Person:

- We will welcome you to our offices and other facilities in a professional, polite and attentive manner and identify ourselves by name.
- Staff will wear a name badge and uniform where issued.
- We will listen to your requests and discuss fully your requirements.
- We will endeavour to satisfy your request at the time of your visit.

- When enquiries of a technical nature are made at our offices, a technical officer will be called to the desk within five (5) minutes or, if officers are unavailable or located elsewhere or the enquiry is of a complex nature, a tentative appointment will be made. The technical officer will contact you to confirm the appointment time.

On the Telephone:

- We will answer your call within five (5) rings during opening hours at all Shire offices and facilities.
- We will introduce ourselves using at least first names.
- We will strive to take personal responsibility for your enquiry to reduce transferred calls.
- If we are not available to personally answer your call, we will provide an alternative contact and/or the facility to leave a message where the facility is available.
- We will return your telephone enquiry within one (1) working day.

Via Email:

- We will acknowledge your email request by the close of business on the following working day advising you of our course of action.

For Building And Planning Applications:

- We will process standard building and development applications within thirty (30) working days where all information required for us to properly assess your applications is available.
- We will acknowledge complex building and planning applications within thirty (30) working days and keep you informed at each stage as the application progresses.
- Process clearances for subdivisions within 30 working days following the completion of all conditions.

In writing:

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

- We will respond to WAPC requests, ABS, and other government agency requests for information within the statutory/requested timeframes.

In dealing with your financial matters and accounts:

- We will provide appropriate paperwork with all payments highlighting what the actual monies refer to.
- We will attend to financial enquiries at the time of the enquiry, and if this is not appropriate we will deal with it before the close of business on that same day, informing you of our finding.
- In order to pay your accounts on time we encourage EFT payments where practical and will provide you with a remittance advice via email or fax on the same day of the payment being made.
- By meeting your accepted trading terms.

SERVICE DELIVERY

- We will notify changes to operating hours or procedures on various public noticeboards, publications and our website.
- We will keep appointments and attend them on time.

PRIVACY ACT AND CONFIDENTIALITY

Whilst not bound by the Privacy Act staff will deal with individual matters in accordance with our adopted Privacy Policy.

We will maintain appropriate confidentiality about dealings we have with you.

FREEDOM OF INFORMATION

The Freedom of Information Officer is required to deal with FOI requests in accordance with the Principles of Administration set out in Sections 4 of the Freedom of Information Act, 1992. The FOI Officer will:

- Assist customers to obtain access to documents
- Allow access to documents to be obtained promptly and at lowest reasonable cost.
- Assist customers to ensure that personal information contained in documents is accurate, complete, up-to-date and not misleading.

HOW WILL WE ACHIEVE OUR COMMITMENT TO YOU?

- By including in our staff selection criteria a requirement for a *positive attitude toward customer service*.
- By conducting customer service training programmes.
- By incorporating customer service improvements and team building strategies into our various strategic plans.
- By making the development of positive customer service attitudes part of the performance review program for all staff.
- By formally acknowledging staff who provide excellent customer service.
- By conducting regular market research to ensure we are meeting the needs of our customers, such as via a customer feedback survey available at our Shire offices.
- By progressively reviewing and improving forms, systems and procedures from a customer's perspective and ensuring that cultural differences are respected.
- By progressively improving access to our services for people with special needs.
- By improving access to Shire information by producing a regular newsletter to residents, a New Resident Welcome Kit available year-round, an Annual Report and an informative, current Website.

HELPING US TO HELP YOU

You can help us to meet these commitments by:

- Having a notepad and pen by the telephone when you phone the Shire.
- Providing accurate and complete details when telephoning us with any queries and requests.
- Telephoning to make an appointment if you have a complex enquiry, need to see a specific officer or need to discuss your enquiry with officers from more than one service area.
- If telephoning as a result of correspondence from the Shire, telephone directly to the officer nominated on the correspondence and quoting the reference number

on the letter or your assessment number on your rates notice.

- Providing all information required for assessing planning and building applications.

CUSTOMER SATISFACTION COUNTS

If there is something that you feel unhappy about please utilise our simple complaints resolution process.

This process involves senior officers and will ensure a thorough investigation of your complaint.

See a Customer Service officer for assistance in the process.

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 will monitor our performance and publish the results in our Annual Report.

We make it easier for you to communicate with us:

In person:

By telephone: (08) 9848 0300

By facsimile: (08) 9848 1985

By email: enquiries@denmark.wa.gov.au

Have you visited our website at:

www.denmark.wa.gov.au



Shire of Denmark

South Coast Highway (PO Box 186), Denmark WA 6333

Telephone: (08) 9848 0300 Facsimile: (08) 9848 1985

Email: enquiries@denmark.wa.gov.au

Website: www.denmark.wa.gov.au

SHIRE OFFICE HOURS 9.00AM – 4.00PM

OFFICE ENQUIRIES 8.30AM – 5.00PM

Photo on front cover courtesy of Ross McGuinness



CUSTOMER SERVICE CHARTER

Our Commitment to You



Copies of this document are also available to people with disability in alternative formats upon request.