

SHIRE OF VICTORIA PLAINS

Customer Service Charter

CEO's message

The Shire of Victoria Plain's Customer Service Charter details our commitment to being a leading customer-focused organisation, in terms of both external and internal customer service.

We believe that approaching customer service with a "can do" attitude is paramount. We aim to achieve this through taking responsibility, cooperation and teamwork, collaboration and partnerships with the community and other organisations which are integral to our success.

We welcome any feedback, compliments, complaints or any comments you may have on any aspect of our operations. We encourage you to contact us if you have any questions on any aspect of our approach to how we provide you, our customers, with the services outlined in this Customer Service Charter.

Glenda Teede

Chief Executive Officer

Our Values

The Shire of Victoria Plain's corporate values support our Customer Service Charter:-

- Integrity – we take responsibility for our actions in an honest and open way.
- Courage - we take steps to create new and better ways of doing business.
- Accountability - we take responsibility for decisions and actions to achieve outcomes.
- Respect - we consider and value the perspective and contribution of others.
- Excellence - we continuously improve our performance to achieve outstanding outcomes for the Shire of Victoria Plains.

Our commitment to you

The Shire of Victoria Plain's Customer Service Charter details our commitment to being a leading customer-focused organisation, in terms of both external and internal customer service.

We are committed to customer services that:

- are guided by our organisation's five corporate values;
- are focused on our customers' needs and preferences, as expressed through consultation and feedback;
- are delivered by skilled, motivated, respectful and courteous staff.

We are also committed to:

- recruiting customer-focused staff, regularly reviewing their performance and developing their skills;
- ensuring information, resources and services are accessible to all;
- respecting and protecting your personal information and adhering to all legislative privacy requirements;
- taking responsibility for all Shire of Victoria Plains services, whether provided by us or by another service provider on our behalf;
- using the right technology to help us manage customer interactions and improve our services;
- reporting on the quality of our customer service delivery.

Customer service standards

- We will acknowledge all customers promptly, with professional courtesy and respect, and behave in a courteous, friendly manner at all times;
- We will listen to our customers;
- We will take responsibility;
- We will always tell our customers what action we are taking, and wherever it is possible, we will give them an estimate of the time it will take us to attend to an issue;
- We will act in a professional manner at all times;
- We will keep our customers informed;
- We will endeavour to be consistent and accurate at all times;
- We will view complaints as a positive opportunity for improvement. If the complaint cannot be resolved immediately we will assist you through the Complaints Procedure;
- We will keep appointments and advise if we are unable to attend due to unforeseen circumstances;
- We will admit when an error has occurred; and
- In the event that we cannot achieve an outcome, we will explain the reasons why.

Our customers can assist us to meet our commitments by

- Providing accurate and complete details when contacting us with any queries or requests;
- Making an appointment if you have a complex enquiry, need to speak to a specific officer, need to speak to officers in more than one department or if the matter is confidential;
- Quoting the reference number on Shire correspondence, should that be relevant;
- Providing all information required for assessing planning and building applications; and
- Participating in community consultation processes so that we can better understand and consider your views.

Our complaint resolution process

We do our best to resolve complaints within 10 working days. If we cannot resolve your complaint within 10 working days, you will be kept informed of our progress. For more information on complaint resolution, please contact us.

Privacy Act and Confidentiality

Staff will abide by the Privacy Act and deal with individual matters in accordance with the Act. We will maintain appropriate confidentiality about dealings that we have with our customers.

Evaluating and improving our performance

The Shire of Victoria Plains uses community engagement, a customer complaints service and on-line interaction through Facebook to collect feedback from customers. Your feedback helps us to monitor and improve our services.

SHIRE OF VICTORIA PLAINS

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