

WE VALUE AND ENCOURAGE your feedback



The Shire of Westonia is committed to providing quality customer service.

We set achievable goals and work with the community to maintain a reputation of openness, honesty and accountability. In doing so, we:

- respect the points of view of individuals and groups;
- build on existing community involvement; encourage community leadership;
- promote self-reliance and initiative;
- recognise and celebrate achievement;
- support the principles of social justice; and
- acknowledge the value of staff and volunteers.

Our employees are committed to providing customers with high quality service through access to consistent, accurate and relevant advice and information.

OUR CUSTOMERS

- Residents, electors, members of the business community and community groups.
- Future generations, residents and electors who will be affected by today's planning decisions.
- Government Departments and non-Government agencies.
- Shire of Westonia staff and management.
- 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:

WHEN YOU VISIT US IN PERSON

- You will be greeted in a friendly, polite manner.
- Staff will wear a name badge and uniform where issued.
- Staff will endeavour to resolve an issue on the spot or will handover to an appropriate member of staff (if available) to respond.

WHEN YOU EMAIL US

- We will acknowledge your email within one business day.
 - We will respond with 7 working days.
- If a full reply is not possible then you will be notified of a timeframe for response and a contact person.

WHEN YOU CONTACT US BY TELEPHONE

- All calls will be answered.
- All calls will be directed to the staff member responsible. If the appropriate member of staff is not available the customers call will be returned within 24 hours unless an alternative timeframe is agreed.
- Once contact is established the staff member will provide contact details for future communication.

WHEN YOU WRITE TO US

- All correspondence on receipt will receive a response within 10 working days.
- Responses will contain accurate information and will be written in a clear, concise and easily understood language.
- If a full response is unable to be provided within 10 working days correspondence will be sent outlining a timeframe for the preparation of a detailed response.

WHAT IS A.....

...compliment?

An expression of approval or praise about our products or services.

...suggestion?

An idea or proposal that you believe will help improve our products or services.

...complaint?

An expression of dissatisfaction about our products or services, or the complaints handling process itself, where you expect a response or resolution.

WHEN TO LODGE A COMPLIMENT

To help us to continue to deliver quality service, we encourage you to:

- acknowledge quality service with a simple 'thank you'
- acknowledge quality service with a letter, email or advice on our Facebook Page perhaps when you feel it appropriate and justified
- let us know so that we may acknowledge the employee in some small way.

WHEN TO LODGE A COMPLAINT

To help us provide assistance, we ask that you:

- try to resolve the issue before lodging a complaint by contacting the employee you initially dealt with
- clearly state your complaint and provide all relevant information
- treat our employees with respect and courtesy

FEEDBACK

The Shire of Westonia values the feedback that our customers provide and welcome suggestions, compliments and complaints.

While every effort is made to gain your complete satisfaction, we recognise that there may be occasions when customers may not be fully satisfied with the service they have received.

If you notify us that you are dissatisfied with the customer Service you have received, we will:

- Listen to your concerns and aim to address them fairly and efficiently
- Record the details of your complaint
- Refer you to the most appropriate staff member if the matter cannot be addressed in the first instance, telling you who the person is and explaining what will happen next.

If you are still not satisfied with the outcome, you can ask for the matter to be referred to the staff member's supervisor for resolution.

We would like to hear from you by:
Phoning our Customer Services Officer on (08) 9046 7063 and giving details.

Writing to the Chief Executive Officer, Shire of Westonia,
PO Box 11, WESTONIA WA 6423

Emailing to: shire@westonia.wa.gov.au
Or by completing our feedback form either via the website or mailing or dropping a hard copy back to our office in Wolfram Street, Westonia.

We will achieve our commitment to you by

- Progressively reviewing and improving forms, systems and procedures from a customer's perspective.
- Conducting regular customer service employee training programs.
- Making information available in alternative formats for people with specific requirements.
- By making the development of positive customer service attitudes part of the performance review programme 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 all our Shire offices.

Helping us to help you.

How you can contact us

For all compliments, suggestions, concerns or complaints, please contact:

Shire of Westonia Manager of Corporate Services

In Person

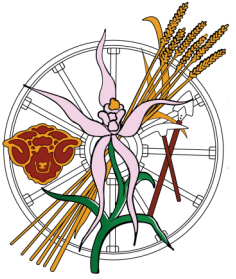
41 Wolfram Street, PO Box 11
Westonia WA 6423 Westonia WA 6423

By Post

By Telephone
(08) 90467063

By Email
shire@westonia.wa.gov.au

Web
www.westonia.wa.gov.au



Customer Service Charter

**SHIRE OF
WESTONIA**



Location 41 Wolfram Street, Westonia WA 6423

Phone (08) 9046 7063

Fax (08) 9046 7001

Email shire@westonia.wa.gov.au

Website www.westonia.wa.gov.au