

Shire of Kojonup Customer Service Charter

Providing quality service
to our community.



Kojonup



One community, many choices

COMMUNITY VISION

Kojonup is a **smart** region featuring a technologically advanced **agricultural** community, an educational and historical **destination**, and a healthy and enviable **lifestyle**.

Our customers include

Residents, ratepayers, business proprietors, community sporting and recreation clubs, and associations

Visitors to the Shire of Kojonup

Employees

Government departments and non-government agencies and organisations.





A message from our CEO Rick Mitchell-Collins

“During the stakeholder engagement phase of developing the Community Strategic Plan ‘SMART Possibilities 2017 - 2027+’, our community members raised issues regarding a considered and agreed Customer Service Charter within Key Pillar 3 – Performance.

This charter has been developed to provide our customers with clear expectations of our service commitments and desire to be a dynamic, responsible and effective customer-focussed organisation.

The charter reinforces our Strategic Community Plan’s aspiration for smart contemporary governance and transparent leadership that is accountable and involves our community.

Your satisfaction with what we do is very important and this charter outlines the ways you can voice feedback, which in turn helps our continuous improvement.

I would like to thank our community for your input and support as we continue to action this charter.”

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

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 to 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 types

Ensuring all complaints are dealt with fairly, quickly and equitably.

You can assist us by

Providing accurate and complete details, such as distances or road names, when contacting us with any queries or requests for assistance

Contacting us to make an appointment if you have a complex enquiry or need to see a specific officer

Contacting the officer nominated on correspondence sent to you and quoting the reference number of the letter

Treating employees with the same courtesy and respect given to you

Acknowledging that the Shire may not have the authority to deal with your request/complaint and that you may need to refer it to another agency/organisation.



Service Standards in general

We will advise you of the progress of your request at least every 15 working days, until the matter is resolved.

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 Customer Service Centre, ensure that the appropriate employee is called, if available, or that contact is made within 24 hours to arrange an appointment
- Ensure all employees who have face-to-face contact with customers wear a name badge for ease of communication
- Always be appropriately dressed and wear name badges.



Service Standards on the telephone

We will

- Promptly answer all telephone calls during working hours (by a human and not a machine)
- Introduce ourselves over the phone by name and provide a direct contact number for future communications when necessary
- Reply to telephone enquiries on the same day or the next working day, as appropriate
- Take personal responsibility for your enquiry to reduce the transfer of calls and inform you of any delays if you are 'on hold'
- Provide a 24-hour after hours telephone service for emergency calls
- Promote direct dial telephone numbers in all correspondence.

Service Standards in writing and emails

We will

- Acknowledge your written request within 10 working days of receipt
- 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
- Send out standard information within 24 hours of the request being received.

Customer Feedback

To gauge our performance in relation to our service commitments, the Council encourages responses from our customers, whether they be complaints or compliments.

This Service Charter is intended as collaboration between the Council and the community it serves. Therefore, if there is something that you feel unhappy about, please utilise our simple feedback 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.

Copies of our Complaints and Compliments Form can be downloaded from our website www.kojonup.wa.gov.au or obtained from one of our Customer Service Officers.

If we can help please contact us

In Person	Administration Centre 93-95 Albany Highway KOJONUP WA 6395
By Mail	PO Box 163 KOJONUP WA 6395
By Telephone	08 9831 2400
By Email	council@kojonup.wa.gov.au



