



G15 Customer Service Charter

Policy Objective

The Shire's Customer Service Charter reflects our organisations commitment to providing quality service and outlines what customers can expect from us.

Policy

The Shire of Ravensthorpe's commitment to you:

We will provide you with quality services and commit to standards by which to measure our performance. It also provides employees with clear standards for which to aim.

The charter will be reviewed and adapted to meet the changing needs of our customers. Our Customers include;

- Residents, electors, members of the business community, investors and community groups as well as future residents, electors and generations who will be affected by today's decisions.
- Government departments, non-government agencies and adjoining local governments.
- Council Members and fellow staff members within the Shire.
- Visitors to the Shire.

How will we achieve our commitment to you?

- By including in all staff recruitment processes selection criteria requiring a positive attitude towards customer service.
- By conducting customer service training programs.
- By making the development of positive customer service attitudes part of the performance review program of all employees.
- By progressively reviewing and improving forms, systems and procedures from a customer's perspective.
- By progressively improving access to our services for people with disabilities.
- By improving access to Shire information by producing regular information pages in the local press, website, official social media pages and by making Council agenda's and minute's readily available in the Public Libraries and website.
- By Council and the Executive Team reinforcing the importance of achieving excellence in customer service.

Service Standards That You Can Expect

Face to Face

- We will welcome you to our customer service desk in a professional, polite and attentive manner. (Office hours: 9.00a.m. to 4.00p.m. Monday to Friday).
- Customer service staff will wear a name badge showing only their first name for ease of communication.
- We will listen to you and discuss fully your requirements.
- We will endeavor to satisfy your request at the time of your visit.

When enquiries of a technical nature are made at the service desk, a technical officer if available will be called to the desk within five (5) minutes, where possible, and they will introduce themselves by



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name and position. If the officer is out, or otherwise unavailable, the appropriate officer will contact you within two (2) working days.

Our aim is to assist you in a positive outcome.

On the Telephone

- We will endeavour to answer your call within seven rings during opening hours of the Shire Office. (Office hours: 9.00a.m. to 4.00p.m. Monday to Friday).
- We will introduce ourselves using first names.
- We will provide you with an e-mail or contact number, for further communication where needed.
- We will return your telephone enquiry within two (2) working days, or if the appropriate officer is not available, redirect the enquiry to another officer who may be able to assist you.

In Writing

- We will write to you in clear, concise language that is easily understood.
- We will endeavour to respond to your letter within seven (7) working days.
- If your general correspondence enquiry proves to be more technical and requires research or consideration by the Shire that will take longer than seven (7) working days, we will acknowledge your letter and provide you with an expected reply date.

By email

- We will respond to you in clear, concise language that is easily understood.
- We will endeavour to respond to your email within seven (7) working days.
- If your general enquiry proves to be more technical and requires research or consideration by Council that will take longer than seven (7) working days, we will acknowledge your email and provide you with an expected reply date.

For Building and Planning Applications

- We will process standard building applications that can be dealt with under delegated authority within twenty (20) working days (subject to the provision of all required information).
- We will acknowledge in writing, receipt of a complete planning application and provided the planning application is received by the cutoff date for the agenda present your planning application to Council for consideration at the next Ordinary Council Meeting.
- We will acknowledge complex building and planning applications within seven (7) working days and keep you informed at each stage as the application progresses.

Complaints

If you are not satisfied with our service:

- Raise your concern with the staff member you have been dealing with to give him/her a chance to resolve the problem.

If you are not satisfied or feel unable to talk to that staff member please ask for that person's superior to call you back.

- If you feel your problem is still unresolved please write to the Chief Executive Officer at PO Box 43, Ravensthorpe WA 6346 or by email: shire@ravensthorpe.wa.gov.au
- If you are not satisfied with the Chief Executive Officer's response, you may raise your concerns with the Shire President, Deputy Shire President, or the WA State Ombudsman.

Helping us to help you



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You can help us to meet these commitments.

- By providing accurate and complete details when writing or phoning with any queries.
- By ensuring that applications for building and planning approvals are complete and include all required details.
- By phoning to make an appointment if you have a complex enquiry of need to see a specific officer.
- If phoning as a result of correspondence from Council, by phoning directly to the officer nominated on the correspondence and quoting the reference number of the letter.
- By treating our staff with courtesy and respect.
- Please note that offensive language or threatening/intimidating behaviour will not be tolerated and may result in the communication exchange ceasing by staff.

DOCUMENT CONTROL BOX		
Custodian: Chief Executive Officer	Decision Maker: Council	
Compliance Requirements:		
Legislation: 5.94. [Public can inspect certain local government information] of the Local Government Act 1995		
Industry:		
Organisational:		
Document Management:		
Risk Rating: Medium	Review Frequency: 3 Years	Next Due:
Version #	Decision Reference:	Description:
a	OCM 21/07/2020 Item 13.2	Comprehensive Policy Register Review
b	OCM 19/07/2022 Item 12.1.2	Comprehensive Policy Register Review
c	OCM 17/12/2024 Item 12.1.2	Policy Reconfirmed – No Amendments