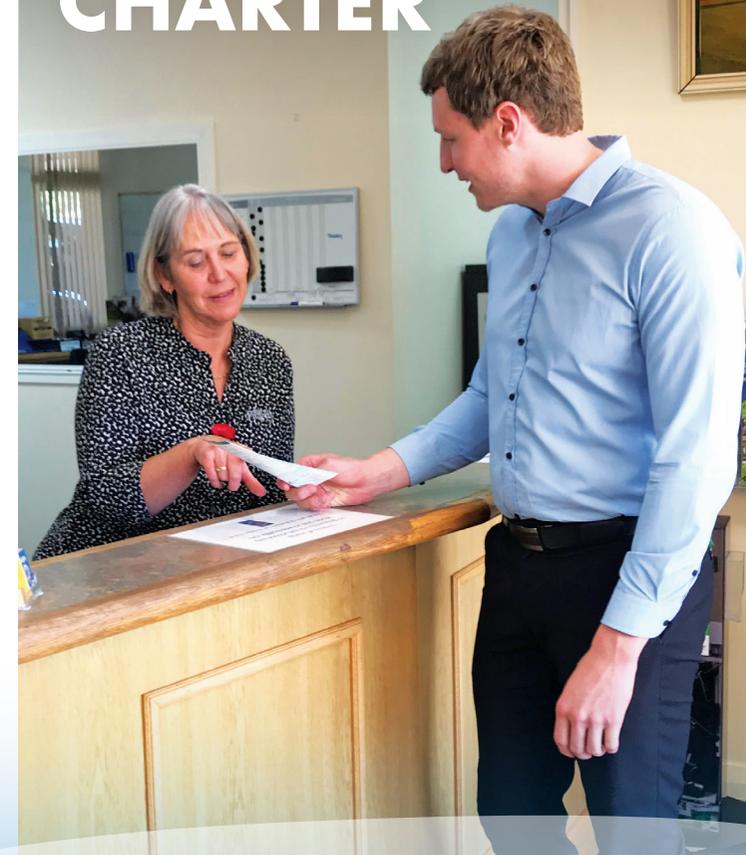


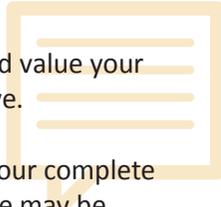


CUSTOMER SERVICE CHARTER



Feedback

We welcome customer feedback and value your comments on the service you receive.



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.

Helping us to help you

In serving you as efficiently as possible, your cooperation would be appreciated by:



- Making an appointment for a complex enquiry or where you need to see a specific staff member
- Telling us who you are and who you represent
- Having relevant and accurate information available (e.g. name /contact details, invoice number, staff member name)
- Treating staff with the same courtesy that you would expect

How you can contact us

In Person

Administration Centre
17 Queen Street, Pingelly

By Mail

17 Queen Street
Pingelly, 6308

By Phone

08 9887 1066

By Email

admin@pingelly.wa.gov.au

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

- TTY users phone 133 677
- Speak and Listen users phone 1300 555 727

For the Translating and Interpreting Service please call 131 450.



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

We aim to achieve the highest levels of customer satisfaction by:

- Providing excellent standards of customer service in a professional manner
- Listening and responding appropriately to customer needs in a timely manner
- Treating customers courteously and with respect
- Providing a helpful and friendly service experience
- Ensuring that all our services are easy to access and inclusive
- Providing accurate information
- Sustaining a process of continuous improvement in service quality
- Ensuring privacy and confidentiality

When you visit us in person

Our helpful, friendly staff will attend to visitors promptly, and attempt to deal with an enquiry directly without unnecessary referrals or transfers.



In instances where we are not able to address your query, we will provide you with the name of the person who can assist and make attempts for you to speak with them (in person or by phone). If that person is not readily available, we will request that they contact you directly by the end of the next business day.

When you email us

We will acknowledge your email within one business day.



We will respond within 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 write to us

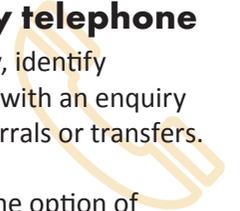
We will respond within 7 working days.



If a full reply is not possible then you will receive an acknowledgment which will indicate the time the reply can be expected, and the name of the officer to contact with queries.

When you contact us by telephone

We will answer your call promptly, identify ourselves, and endeavour to deal with an enquiry directly without unnecessary referrals or transfers.



When unattended you will have the option of leaving a voicemail message or being diverted to our staff member who is on call. If you leave a message, you can expect that your call will be returned by the end of the next business day.

If we cannot deal with a telephone enquiry we will request the relevant person contacts you directly. Attempts will be made to transfer you to them in the first instance.

Where a member of staff is likely to be unavailable for more than one business day, you can expect that the staff member would make arrangements for someone else to help you.