

# CUSTOMER SERVICE CHARTER

## The Shire of Derby/West Kimberley's Commitment to You

*Our Customer Service Charter states our commitment to you in providing quality services, gives you standards to measure our performance by and provides staff with clear standards to aim for.*

### MISSION FOR THE SHIRE OF DERBY/WEST KIMBERLEY

*We will strive, in partnership with our community, to cultivate our unique Kimberley spirit and lifestyles.*

### 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 Derby/West Kimberley 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:***

- We will acknowledge your information request, including sending out any standard information packages, within two (2) working days.
- We will respond to your enquiry of general correspondence, including standard response letters, within seven (7) working days.
- If your enquiry is complex and will require greater research, we will acknowledge your request within seven (7) working days to advise you of our progress and an expected response date.

### **In Person:**

- We will welcome you to our offices and other facilities in a professional, polite and attentive manner.
- Staff will wear a name badge and uniform where issued.
- We will listen to your request and discuss fully your requirements.
- We will endeavour to satisfy your request at the time of your visit.
- When enquiries of a technical nature are made at our offices, a technical officer will be called to the desk within five (5) minutes or, if officers are unavailable or located elsewhere or the enquiry is of a complex nature, a tentative appointment will be made. The technical officer will contact you to confirm the appointment time.

### **On the Telephone:**

- We will answer your call within six (6) rings during opening hours at all Shire offices and facilities.
- We will introduce ourselves using at least first names and give the department or service area name.
- We will strive to take personal responsibility for your enquiry to reduce transferred calls.
- If we are not available to personally answer your call, we will provide an alternative contact and/or the facility to leave a message where that facility is available.
- We will return your telephone enquiry within one (1) working day.

### **Via Email:**

- We will acknowledge your email request by the close of business on the following working day advising you of our course of action.

### **In Writing**

- We will write to you in clear, concise language that is easily understood.

### **For building and planning applications:**

- We will process standard building and development applications within ten (10) working days where all information required for us to properly assess your application is available.
- We will acknowledge complex building and planning applications within ten (10) working days and keep you informed at each stage as the application progresses.

### **In dealing with your financial matters and accounts:**

- We will pay to you any income made via the Fitzroy Crossing Tourist Bureau, from the selling of your accommodation property and/or tours, within a two (2) week period.
- We will provide appropriate paperwork with all payments highlighting what the actual monies refer to.
- We will attend to financial enquiries at the time of the enquiry, and if this is not appropriate, we will deal with it before the close of business on that same day, informing you of our finding.
- We will provide EFT payments where practical and where requested.

### **Service Delivery**

- We will notify changes to operating hours or procedures on various public noticeboards and our website.
- We will keep appointments and attend them on time.

### **Freedom of Information**

The Freedom of Information Officer is required to deal with FOI requests in accordance with the Principles of Administration set out in Section 4 of the Freedom of Information Act, 1992. The FOI Officer will:

- Assist customers to obtain access to documents.
- Allow access to documents to be obtained promptly and at lowest reasonable cost.
- Assist customers to ensure that personal information contained in documents is accurate, complete, up-to-date and not misleading.

### **HOW WILL WE ACHIEVE OUR COMMITMENT TO YOU?**

- ✓ By including in our staff selection criteria a requirement for a *positive attitude toward customer service*.
- ✓ By conducting customer service training programmes.
- ✓ By incorporating customer service improvements and team building strategies into our various corporate plans.
- ✓ 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.

- ✓ By progressively reviewing and improving forms, systems and procedures from a customer's perspective and ensuring that cultural differences are respected.
- ✓ By progressively improving access to our service for people with special needs.
- ✓ By improving access to Shire information by producing a regular newsletter to residents, a new resident's Welcome Kit available year-round, an annual report and an Internet Website.

## HELPING US TO HELP YOU

You can help us to meet these commitments by:

- ☺ Having a note pad and pen by the phone when you call the Shire.
- ☺ Providing accurate and complete details when phoning us with any queries or requests.
- ☺ Phoning to make an appointment if you have a complex enquiry, need to see a specific officer or need to discuss your enquiry with officers from more than one service area.
- ☺ If phoning as a result of correspondence from the Shire, phoning directly to the officer nominated on the correspondence and quoting the reference number on the letter.
- ☺ Providing all information required for assessing planning and building applications.

## CUSTOMER SATISFACTION COUNTS

As we strive to deliver better service, we encourage you to give feedback. Whether you have a request for action, a complaint or a compliment, we would like to hear from you by:

☎ Phoning a Customer Services Officer on (08) 9191-0999 and giving details.

✉ Writing to *Chief Executive Officer*  
*Shire of Derby/West Kimberley*  
*P.O. Box 94*  
*DERBY. W.A. 6728*

✉ E-mailing to [sdwk@sdwk.wa.gov.au](mailto:sdwk@sdwk.wa.gov.au)

Or by completing our feedback survey form and mailing or dropping back to our office in Loch Street, Derby.

ADOPTED ..... 30.1.2003

REVIEWED ..... 27.1.2005