

## OUR COMMITMENT TO YOU

The Shire of Jerramungup is committed to being a people focused organisation that provides excellent customer service. Our service is adjusted to suit our customers needs, is valuable and is of the highest possible standard.

We aim to achieve this through the following customer service values:

### Prompt attention

We will respond to your query in a timely fashion and keep you updated on progress.

### Helpful attitude

We will be polite, courteous and professional and will treat you with respect, without personal bias.

### Careful listening

We will seek to understand your needs before we take any action.

### Problem resolution

We will take responsibility to address your needs and we will be accountable for an appropriate outcome.

### Demonstrating appreciation

We will show gratitude when your needs are brought to our attention and we will actively seek feedback on your experience.

This charter will be reviewed and adapted to meet the changing needs of our customers.



## COMPLAINT AND RESOLUTION PROCESS

We realise that sometimes, despite our best efforts, you may not be happy with the way we have performed a service. We encourage you to bring your concern to us directly so the matter can be resolved promptly.

If you are dissatisfied about the standard of service, action or decision by Council or its staff affecting an individual or group you can lodge a complaint by completing the feedback form found in this brochure, via telephone or in person at our Administration Office.

How will your complaint be investigated?

1. When we receive your complaint it will be recorded and you will receive acknowledgment from us that it has been received.
2. We will direct your complaint to the most appropriate Officer within the Shire of Jerramungup who will be responsible for investigating and keeping you up to date on the progress of your complaint. Throughout this process we may need to contact you to discuss your concern or ask for more information.
3. After investigating, we will respond and aim to resolve your complaint, giving reasons for our view.
4. We will do our best to resolve your complaint within ten (10) business days however if we require more information or time, we will keep you informed of our progress.

We will investigate anonymous complaints to the best of our ability but may have limitations in providing a resolution, so we ask that you please leave your contact details.

“Progressive, Prosperous  
and a Premium Place  
to Live and Visit.”



# CUSTOMER SERVICE CHARTER

## SHIRE OF JERRAMUNGUP

Monday to Friday 8:30am - 4:00pm  
8 Vasey Street, Jerramungup WA 6337

P: (08) 9835 1022

E: [council@jerramungup.wa.gov.au](mailto:council@jerramungup.wa.gov.au)

[www.jerramungup.wa.gov.au](http://www.jerramungup.wa.gov.au)

# CUSTOMER SERVICE CHARTER

## OUR VALUES

### Quality

We ensure quality in everything we do

### Trust

We are trustworthy and act with honesty and integrity at all times

### Respect

We treat each other, all members of our community and visitors with respect

### Unity

We are a united team

### Aspire

We aspire to continuously improve our skills and the services we deliver for our community

## HELPING US TO HELP YOU

You can help us to meet our commitments to you by:

- Being courteous, polite and respectful of our employees
- Being open and honest with us by providing accurate and complete details when contacting us
- Inform us promptly when your situation changes, for example, change of contact details, address or name change
- Provide us with feedback and comments so that we can monitor and improve the quality and standards of our service.
- Making an appointment if you wish to speak with a specific officer

## IN WRITING

(including letters, emails and fax)

- We will write to you in clear, concise language that is easy to understand
- On receipt of your enquiry or request for service, we will send you an acknowledgment card/email
- General correspondence will be responded to within seven (7) business days
- If your enquiry is complex and requires in-depth research or follow-up that will take longer than seven (7) business days, we will acknowledge your correspondence, and where possible provide an expected completion date and details of the Officer handling your enquiry.

## ONLINE

- We will keep our website and social media up to date with relevant information and ensure that it is easily accessible and understood.
- Where possible, we will respond to questions asked on our social media within two (2) business hours. We will respond where possible after hours.

## TELEPHONE

- We will answer your call promptly
- We will answer all calls courteously and introduce ourselves using our first name
- We will make every effort to take ownership of your enquiry to reduce transferred calls
- When we need to transfer your call we will ensure that you are put in contact with the most appropriate person
- We will return any messages within two (2) business days

## FACE TO FACE

- We will provide you with friendly, prompt and professional service
- We will treat you with respect, courtesy and dignity
- We aim to attend and complete your request at the time of your visit
- If your enquiry is complex and requires in-depth research or further follow-up we will ensure the appropriate Officer is engaged and that contact is made within one (1) business day.
- We will be appropriately and professionally presented.

# CUSTOMER FEEDBACK FORM

We value all types of feedback including compliments, concerns or how we can look after you better.

If you would like to suggest ways in which we can assist you, or help us in recognising the good work of our staff please complete this form or contact us.

Compliment     Improvement     Concern

Name: .....

Address: .....

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Phone: .....

Email: .....

Comment: .....

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If you require assistance in completing this form, please contact us on 9835 1022 or email [admin@jerramungup.wa.gov.au](mailto:admin@jerramungup.wa.gov.au)

Please return this form via the following methods:

Post: Shire of Jerramungup

PO Box 92

Jerramungup WA 6337

Fax: 9835 1161

In person: 8 Vasey Street

Jerramungup

