

# Feedback Form

File #:
Record#: INT

Please select from the following options:

Compliment  Complaint  Suggestion  Other

Response Required:  Yes  No

If yes, how?  Phone  Email  Post  In Person

Date:            /            /

First Name:

Last Name:

Postal Address:

Contact Number:

Email:

Details: *(If insufficient space please attach additional comments)*

Customer Signature:

Receiving Officer:

## Our Values



**Empathy** - we work together, help each other and consider the impact of our actions on others



**Courage** – we are resilient and support trying things differently



**Respect** - we act with integrity and honesty while respecting each other and our customers



**Excellence** – we remain 'above the line' in all our dealings



### Contact us:

1 Joaquina Street / PO Box 22, York WA 6302

P: 08 9641 0500 E: records@york.wa.gov.au

W: www.york.wa.gov.au

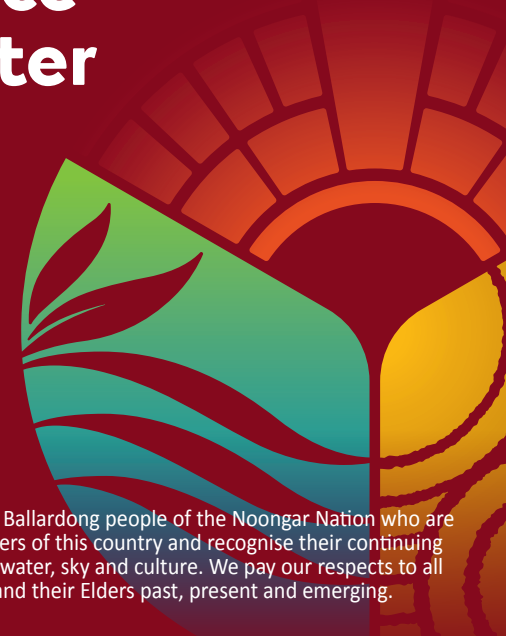
8.30am to 4.30pm Monday to Friday

After Hours (emergency): 0418 924 818

All Shire documents are available in alternative formats on request.



## Customer Service Charter



We acknowledge the Ballardong people of the Noongar Nation who are the Traditional Owners of this country and recognise their continuing connection to land, water, sky and culture. We pay our respects to all these people and their Elders past, present and emerging.

**At the Shire of York, we are committed to working in partnership with you to deliver excellent service. Our service is high quality and represents value for money for those who live and work in, or visit, our Shire.**

## **We work together**

- ▶ We encourage each other and our community members to participate in our Shire's future
- ▶ We listen to our customers and take their views into account
- ▶ We uphold a culture that is customer focused and delivers excellence
- ▶ We learn from each other about the best way to approach each situation

## **We are progressive**

- ▶ We are innovative and support trying things differently
- ▶ We aim for continuous improvement and lead by example
- ▶ We provide customers with the most up to date information
- ▶ We strive to excel through best practice modelling, external benchmarking and identification of new technologies

## **We are professional**

- ▶ We present ourselves as professionals, both in our appearance and our words, at all times
- ▶ We work with integrity and admit when mistakes have been made
- ▶ We treat all enquiries seriously
- ▶ We are punctual for meetings and appointments and respect the value of others' time

## **We care**

- ▶ We respect one another, acknowledging individualism and other people's points of view
- ▶ We give our customers our full attention, valuing their contribution
- ▶ We treat our customers as we wish to be treated, with courtesy, respect and sincerity
- ▶ Our staff are skilled, motivated, courteous and happy to assist you with a smile

## **You can help us**

To provide you with the best service that we can, you can help us by:

- ▶ Treating our staff with courtesy and respect
- ▶ Respecting the rights of other customers
- ▶ Contacting us to arrange prior appointments where possible
- ▶ Providing us with accurate information so we can respond appropriately to your enquiry
- ▶ Working collaboratively with us to identify solutions to any issues
- ▶ Keeping us informed and letting us know when your details change so we can stay in touch with you
- ▶ Understanding that we may not always be able to deliver the outcome you would like, but we will provide an explanation why
- ▶ Understanding that if our staff feel threatened or are the subject of abusive behaviour or language, they can terminate the communication immediately
- ▶ Being involved in community consultation and engagement such as forums and surveys so we can understand and consider your opinions

