

Standards of Service

Your interaction with the Shire should be a positive experience. We are committed to the following standards of customer service, we will:

- ◆ wear a name badge to identify us
- ◆ introduce ourselves and treat you with courtesy, honesty and respect
- ◆ endeavor to meet your needs and expectations
- ◆ attend to your phone calls promptly and in a professional manner
- ◆ identify ourselves by name and assist you or transfer you to the appropriate department
- ◆ ensure your message will be acknowledged within one working day wherever possible if the appropriate officer is not available
- ◆ respond in writing within five working days when you write to us
- ◆ give you an indication of possible timeframes to attend to an issue where possible
- ◆ respect your privacy by treating all personal information confidentially
- ◆ listen to your complaints and respect your views and opinions
- ◆ aim to resolve issues on the spot or assist you through the complaints procedure for more complex issues



Contact Details

Shire Administration Office
1 Joaquina Street
York WA 6302

Phone: 9641 0500

E-mail: records@york.wa.gov.au

Website: www.york.wa.gov.au

This document is available in
alternative formats upon request

Customer Service Charter



*Living our Shire Values of
Empathy - Courage – Respect*

Adopted 24 April 2017

We consider our customers to be anyone who contacts us, lives in, works in or visits our Shire or who has a relationship with the Council.

You can help us by:

- ◆ Being honest and courteous in your interactions
- ◆ Providing information that is as accurate as possible
- ◆ Working with us to solve issues and problems
- ◆ Telling us where we have let you down in our services decision making or communication so we can improve
- ◆ Understanding that if our Shire Officer feels they are being threatened, the subject of abusive behaviour or language, they may terminate the communication immediately.

Hours of Business

Monday to Friday 8:30am to 4:30pm
08 9641 0500 or you can lodge a request or an action required via the Shire website www.york.wa.gov.au

Complaint Procedure

We recognise there are times when you may disagree or be unhappy with a decision or service delivery and you may ask for a review or make a complaint.

Complaints may be lodged by letter or email, and they will be lodged in our records system and assigned to a specific officer for investigation.

You will receive acknowledgement within five working days of receipt and provided with a contact person and reference number. The investigating person may contact you for further information and will be responsible for keeping you informed on progress and timelines for potential resolution.



We will formally contact you with clear details of the outcome of our investigations or deliberations and aim to resolve any concerns you may have.

For more information regarding our Complaints Procedure, please refer to Council Policy G5 Comprehensive Complaints Policy on the Shire Website.

Key Contact Areas

To enable us to direct your correspondence or forward your phone calls to the appropriate area, please advise what section/department or officer you wish to

contact (*if known*) if the officer is not available, your call will be put through to their voice mail and the officer will return your call.

- General Enquiries and Payments
- Licensing
- Finance and Accounts Enquiries
- Rates
- Library
- Ranger Services
- Community Fire and Emergency Services
- Public Health
- Planning and Development
- Council and Shire Executive
- Recreation Services
- Tourism/Heritage
- Events and Community Services
- Works and Services - Shire Depot

We are demonstrating the commitment to our customers by setting and providing these service standards.

By knowing what to expect, our customers can monitor our performance and provide feedback on how we measure up to ensure we deliver on our undertakings.

Whilst there may be some circumstances when it is beyond our control to achieve these standards, we will be constantly striving to achieve them.

Community Members are encouraged to provide feedback when good service is received from the Shire.