

Endorsed at Ordinary Council Meeting held on 15 May 2006

SHIRE OF YORK CUSTOMER SERVICE CHARTER

In our ongoing commitment to quality customer service the Shire of York is pleased to present our Customer Service Charter.

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

At the Shire of York, our staff work as a team with common goals and have a cooperative responsibility for assessing and improving our services. This charter has been developed by the entire organisation and as a result signifies a strong commitment in the provision of customer service.

We have focused on setting high standards of service, which all our staff seeks to achieve. Our customers have a right to expect good service and best value from us. All areas of our organisation are committed to being customer focused and we will continually strive to raise and improve the quality and standards of our service.

One way we can demonstrate our commitment to our customers is by setting and providing our service standards.

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

Standards of Service

Feedback from our customers on our service will assist us to continue to develop and improve our customer service standards.

Irrespective of the department you deal with in the Shire of York, the following lists the standards of service to which we are committed:

- Wear a name badge to identify ourselves;
- We will acknowledge you, introduce ourselves and treat you with professional courtesy, honesty, respect and endeavour to meet your needs and expectations;
- When you telephone us, we will attend to your call promptly and aim to answer all phone calls within 3 rings;
- When you make telephone contact we will identify ourselves by name, answer the phone courteously and transfer you to the appropriate department;
- If the appropriate officer is unavailable your message will be acknowledged within one working day;
- When you write to us we will respond in writing within five working days;
- Wherever it is possible we will give you an indication of possible waiting times for us to attend to an issue; and
- When you have a complaint, we will try to resolve it on the spot. If the complaint cannot be immediately resolved we will assist you to use the Shire of York Complaints Procedure.

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Who to Contact – Customer Service Charter Contact List

General enquiries:	Customer Service Officers
Finance, Administration, Community Services:	Deputy Chief Executive Officer and/or Senior Administration Officer.
Works enquiries:	Works Supervisor
Health and Recycling:	Environmental Health Officer
Building:	Building Surveyor
Planning:	Senior Administration Officer
Library:	Customer Service Officer and/or Senior Administration Officer
Ranger Services (Animal and Fire):	Ranger
Accounts Payable:	Administration Officer – Finance
Rates and Local Government Elections:	Administration Officer – Rates
Accounts Receivable:	Administration Officer – Finance
Environment:	Environmental Health Officer

Service Improvement

We value your comments and take your complaints seriously.

Whether you wish to make a complaint or compliment us for the quality of the service we provide, your feedback is important to us and we encourage you to contact us if you have an issue with the work we do, or the decisions we make, or the services we provide. You may lodge a complaint by phone, fax, mail, e-mail or in person to any Shire of York representative.

Not only does it give us an opportunity to recognise and reward excellent performance by our staff, it also enables us to learn about how we can improve our services.

If there is something that you feel unhappy about please utilise our simple complaints resolution process. Once a complaint is lodged, we undertake to acknowledge it in writing if it has not previously been resolved. We will inform you of any progress within 5 working days. Some complaints may take longer to finalise, due to the complexity of the issue. If this is the case, we will keep you involved in the process and provide you with regular feedback.

If you need any further clarification on how your complaint will be managed we will provide you with information on our complaint handling process.

Please give us the opportunity to improve our service to you. Comments, suggestions and compliments all provide an effective means by which to assess the existing service you receive.

Hours of Business

General Business	Monday to Friday 8.30am to 4.30pm
Transport Licensing	Monday to Friday 8.30am to 4.00pm
Library	Monday to Friday 8.30am to 4.30pm Saturday 9.00am to 12 noon

Customer Service Charter



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
- ◆ we will attend to your phone calls promptly and in a professional manner
- ◆ we will 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 2233
 Fax: 9641 2202

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

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

Complaint Procedure

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 8.30 am to 4.30 pm
08 9641 2233 or you can lodge a request or an action required via the Shire website www.york.wa.gov.au

Key Contact Areas

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.

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.