

# CUSTOMER SERVICE CHARTER

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## 1. OBJECTIVE

This Customer Service Charter aims to communicate the standards we strive to deliver to our customer service principles are backed up by service level commitments which we measure.

We value you as our customer, and have introduced this Charter as an expression of our commitment to providing a high standard of service and ensuring consistency and sustainability in service delivery.

## 2. PRINCIPLES

At the City of Karratha we pride ourselves on service excellence. Our customers are our residents, visitors, ratepayers, businesses and workers. We strive to achieve excellent customer service and satisfaction. We aspire to be connected to our customers and our community through being inclusive and provide outstanding service delivery across all sectors of the organisation.

### **Our commitment to you:**

- Providing prompt, friendly and efficient customer service.
- Constantly looking at ways to improve our customer service.
- Offering customer friendly systems and processes.
- Actively seeking your feedback to ensure that your needs are being met.

### **Our service provision:**

- We offer 24 hour call centre service and aim to answer calls within 20 seconds.
- We aim to ensure the 80% of enquiries made in person at our customer service counters are attended to within five minutes.
- We will respond to your written correspondence within 14 days. If the issue is complex we will keep you informed of our progress.

### **When you deal with the Council we will:**

- Be helpful and courteous.
- Act with integrity and honesty.
- Provide you with clear, accurate and timely information.
- We will always treat you with respect and welcome your feedback on our services, our processes and our people.
- We will treat your personal information with confidentiality.
- We will conduct regular customer satisfaction surveys.

### **You can help us by:**

- Being courteous and respectful to our staff.
- Respecting the rights of other customers.
- Being complete and accurate in your dealings with us.
- Working with us to find solutions.
- Providing us with positive feedback when you have received excellent customer service.
- Let us know if our services are not meeting your expectations so that we can make improvements.

### **Making a complaint**

If we fall short in our service delivery or make a mistake we encourage you to bring your concern to our attention so that we can address the matter promptly and to your satisfaction.

### **3. CONSEQUENCES**

This policy represents the formal policy and expected standards of the City of Karratha. Appropriate approvals need to be obtained prior to any deviation from the policy. Elected Members and Employees are reminded of their obligations under the Council's Code of Conduct to give full effect to the lawful policies, decisions and practices of the City.

### **4. ROLES AND RESPONSIBILITIES**

It is incumbent on all staff that the customer service charter is to apply in our everyday activity to only public and external third parties but also amongst fellow staff and Council.

### **5. REFERENCES TO RELATED DOCUMENTS**

Nil.

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Responsible Officer:	Manager Governance and Organisational Strategy

*This Policy takes effect from the date of adoption by Council and shall remain valid until it is amended or deleted.*