

Customer Service Charter



We are committed to providing high quality customer service at all times to both our internal and external customers whom we will treat equally and without bias.

Underpinning this charter are our Organisational Values:



RESPECT



EXCELLENCE



ACCOUNTABILITY



LEADERSHIP

When contacting the City of Swan, you can expect that we will always identify ourselves when:

- Answering the phone.
- Providing our first name, position within the City, email address and contact phone number when requested to do so.
- Handling face-to-face enquiries by wearing name badges at all times.
- Representing the City of Swan by carrying identification.

We will treat you fairly and respectfully by:

- Listening to you.
- Being honest, polite and sensitive to your rights and requests.
- Making every effort to meet agreed time frames and keeping you informed if this is not possible.
- The City of Swan values the privacy of its customers. Unless required by law, we will keep your personal information safe and not disclose it without your consent.

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Our Minimum Service Standards are:

- Providing a contact number to speak to a City of Swan representative 24 hours a day, seven days a week.
- Ensuring you receive technical advice from our rostered officers if you contact us during normal business hours.
- Responding to your enquiry promptly and politely.
- Providing clear, comprehensive, accurate, and timely information.
- Responding to your telephone call within a timely manner.
- Responding to your written enquiry (i.e., email, website, letter, fax) relating to City business within ten working days. Note: This will apply to customer emails in relation to City business only and not apply to any advertising/marketing emails
- Notifying you if your enquiry cannot be completed within ten working days with the reasons why and the expected time frames.
- Enabling you, if you speak a language other than English, to contact us by using the Australian Governments translating and interpreting service.



You can help us ensure a mutually beneficial working relationship by:

- Treating all staff with courtesy, consideration and respect.
- Being honest in your interactions with us.
- Ensuring documentation is complete and submitted with required supporting documents and fees.
- Responding to our requests for information within the specified timeframe and advising us if you cannot fulfil the requirements.
- Identifying yourself and providing current contact details when requested to do so.

Customer feedback

We encourage you to help us improve our programs and services by providing us with your feedback such as:

- Compliments on when we satisfy you
- Complaints on what we can do better
- Suggestions on how we might do things differently

Customer Complaints

When you are not satisfied with the programs or services provided by the City you are able to make a complaint to us via your preferred method of contact.

To help us provide assistance we ask that you:

- Tell us who or what you are complaining about
- Provide all relevant information
- Tell us what your expected outcome is



To action your complaint we will:

- Treat your complaint confidentially
- Conduct thorough investigation of your complaint
- Communicate the decisions or actions taken to address your complaint
- Use your feedback to help us improve our programs and services where applicable

If you are not satisfied with the way your complaint is managed, you may:

- Escalate your complaint to the relevant Executive Manager for their review
- Escalate your complaint to the CEO if you are not satisfied with the reviewed outcome from the Executive Manager
- Refer to the Western Australian Ombudsman's Office if you are not satisfied with the outcome to your complaint after independent reviews within the City



Contact us

Our contact details are as follows:

In person

2 Midland Square Midland 6056

Post

PO Box 196 Midland 6936

Telephone

(08) 9267 9267

Fax

(08) 9267 9444

Email

swan@swan.wa.gov.au

Website

www.swan.wa.gov.au

Facebook

www.facebook.com/CityofSwan

The Feedback team is responsible for managing all customer feedback (including compliments and complaints) to the City and can be contacted via feedbackteam@swan.wa.gov.au

