

Customer Service Charter

The Shire of Bruce Rock is committed to providing timely, efficient and consistent service to you, our customers. We are continuously striving to meet standards and improve the quality of our service.

Our Goals

1. Treat all customers with courtesy, respect and fairness;
2. Provide honest, efficient and reliable service in a timely and professionally manner;
3. Make ourselves available and accountable to our customers;
4. Explain our processes and decisions when asked;
5. Respect customers privacy by treating information confidentially, except where the law requires disclosure of information; and
6. Admit when we make a mistake, apologise and deal with the outstanding matter promptly.

Our Commitment to Customer Service

Written and email correspondence

- Acknowledge correspondence or provide a written or email reply within 5 working days.
- Advise a timeframe in which you can expect to receive a reply if your issue cannot be addressed in the acknowledgement letter.
- Ensure all correspondence includes the name and contact details of the Officer dealing with the matter.

Telephone calls

- Answer your call within 5 rings.
- Return telephone messages by the end of the next working day.

Enquiry at front counter of the Administration Centre or any of the other Shire of Bruce Rock managed facilities

- Welcome and acknowledge you within 2 minutes of arrival.

Our Expectations of the Customer

To help us meet our commitments we ask you to:

1. Treat staff with courtesy and respect;
2. Provide accurate and complete information;
3. Make an appointment for a complex enquiry or a need to see a specific Officer; and
4. Abide by the Rules and Regulations displayed at each of the Shire's venues/facilities.
5. Be considerate by not talking on your mobile phone whilst being served.

Communication

Communication with the Community

The Shire of Bruce Rock Communication and Engagement Framework assist how the organisation coordinates and manages communication and engagement externally and internally. Council has available a range of methods for communicating with the general public. These specifically include:

1. Council meetings, community forums, public meetings and the Annual Electors Meeting;
2. Advertisements in the West Australian for legislated local public notices
3. Advertisements in the local newspaper as required;
4. Displaying information with poster displays strategically located within the town site;
5. Bulk email distribution list;
6. Shire website;
7. Facebook page;
8. Delivered leaflets; and
9. Display board located in the main street.

One or a combination of any of the above methods may be used at any time to notify members of the public of activities and events within the Shire of Bruce Rock and to promote the Shire generally.

Additionally, the monthly newsletter, will be distributed within the Shire of Bruce Rock as well as via a bulk email distribution list to businesses, community groups and via Facebook.

The Executive Support Officer is tasked with posting information on the Shire's online media platforms.

Abusive Customers

Where a customer is abusive or uses bad language, the communication may be terminated immediately by the Officer. If face to face, the Officer may walk away. If by telephone, the Officer may terminate the call. If in an email the address may be blocked or not responded to.

The Chief Executive Officer may decide (or delegate to Managers) to limit or cease responses to any person who is abusive and or derogatory in his/her communication with Council or who fails to accept that Council has done all that it can to assist. A decision of this nature will be communicated in writing to the person.

If an Officer feels threatened by the language or behaviour of the customer the Police may be notified.

Complaints

What is a complaint?

A complaint is an expression of dissatisfaction with a decision, level or quality of service, or behavior of an employee.

What is not a complaint?

1. A request for service;
2. A request for information or an explanation of a policy or procedure;
3. Disagreement with a policy or procedure of the Council;
4. An expression concerning the general direction and performance or behaviour of Council or its Councillors; and
5. Reports about neighbours, noise, dogs, nuisances, unauthorised building work or similar issues that fall into the regulatory aspect of the Shire's service.

Complaints Management Process

A complainant may make a complaint by phone, email or in person to any Shire of Bruce Rock representative but will be required to formalise the complaint in writing or complete a Customer Complaints Form. Correspondence should be addressed to the Chief Executive Officer and the complainant's contact details are required to be provided.

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 seven 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 Procedure.