

Customer Service Charter



Our commitment to YOU

The Shire of Ashburton will ensure that our customers and stakeholders receive efficient, responsive and friendly service. We will set measurable standards and provide quality service. The Charter will be reviewed and adapted to meet the changing needs of our customers.

Our Customer Focus Values We demonstrate customer focus when we:

- are friendly and polite;
- make our residents & community our prime focus;
- respond to enquiries promptly;
- work hard to make our relationship with the community, Councillors and our colleagues professional and productive; and
- consider how our actions impact on our community, our future and the Council.

Help us to help you You can help us to meet these commitments by:

- having a notepad and pen by the phone when you call the Council;
- providing us with accurate and complete details when you contact us;
- respect the privacy and rights of other customers;
- treating our employees with courtesy and respect;
- phoning to make an appointment if you have a complex enquiry or need to see a specific officer;
- phoning the officer nominated on correspondence sent to you and quoting the reference number on the letter;
- letting us know how you found our service.

Service Standards you can expect

On the telephone we will endeavour to:

- answer calls promptly;
- have a smile in our voice;
- greet you politely;
- listen carefully, establish your concerns and act on them accordingly;
- respond to your messages by the next working day;
- keep you appropriately informed of the progress of an issue;
- not transfer your call more than once; and
- try to direct you to the correct service provider, where the service you are seeking is not provided by Council.

Face to face we will endeavour to:

- provide you with prompt, courteous and professional service at all times;
- treat you with respect & value you as a customer;
- listen carefully and identify your needs;
- provide you with answers to enquiries or make arrangements for the enquiry to be addressed; and
- accept responsibility for the timely processing of your business.

When we respond to your letter, emails and faxes we will endeavour to:

- write clearly in plain English;
- fully explain decisions or the Council's position on issues raised;
- provide you with a contact name and telephone number; and
- reply to you within five working days.

On our website we will:

- provide up to date and accurate information; and
- endeavour to make information easy to find.

CUSTOMER SERVICE REQUESTS

Requests for some specific services such as potholes, tree damage, illegal dumping, will be recorded in our computerised Customer Action Request (CAR) and actioned within established time frames.

Customer satisfaction is important at Ashburton

As we strive to deliver even better service, we encourage you to give feedback. Whether you have a request for service,

A complaint or a compliment, we would like to hear from you.

Please phone us on 08 9188 4444 or visit our website www.ashburton.wa.gov.au