



# Peppermint Grove

## *The Garden Shire*

### **Customer Service Charter**

The Shire of Peppermint Grove is committed to delivering high quality services that meet or exceed the expectations of our residents.

While our primary customers are our residents, we also provide customer service to other local governments, the State Government, community organisations, local businesses, contractors and suppliers.

We recognise that the Shire of Peppermint Grove is unique in size and sense of community, and that these qualities are our strength. We have the capacity to provide personalised customer service to our residents and to be very responsive.

As a customer of the Shire of Peppermint Grove, you have the right to be treated fairly and considerately when using any of our services. This Charter outlines the level of service you should expect and gives you the opportunity to challenge us if we do not meet your needs.

We will deal with you as an individual and ensure that you are treated fairly and equally regardless of age, gender, race, religion, disability or sexual orientation.

### **OUR COMMITMENT**

When dealing with our customers we will:

- Be friendly and accessible
- Identify ourselves so you know who you are dealing with
- Treat you as we expect to be treated ourselves
- Meet your expectations wherever possible and explain when we cannot
- Respect your confidentiality
- Seek to find a solution

Record your request and be prompt in responding to your enquiry including following up on actions in agreed timeframes

- Provide you with information about how to make a complaint if you are dissatisfied
- Use voice mail only when necessary
- Promote all Council employees as Customer Service Officers
- Provide relevant customer service training to our staff
- Continually strive to improve our service

Effectively communicate information and Council decisions to our customers and community.

We will aim to be contactable via email, telephone, letter, website or in person. We will make relevant information available upon request in line with the Freedom of Information Act 1992, the Privacy and Responsible Information Sharing Act 2024 (PRIS) and the Disability Services Act 1993.

## **SERVICE STANDARDS YOU CAN EXPECT FROM US**

### **Face to Face**

When you visit our office, we will:

- Greet you immediately and provide you with friendly, polite and attentive service
- Wear name badges so we can be easily identified
- Endeavour to satisfy your request at the time of your visit
- Provide you with the name of the officer who will respond to your request and an estimated timeframe if we are unable to satisfy your request at the time of your visit
- Provide you with a confidential meeting room if you would prefer to discuss your request in private
- Provide you with any printed information that may assist you with your request

### **On the Telephone**

When you telephone our office, we will:

- Attempt to answer the telephone within 5 rings
- Introduce ourselves using our first name
- Return your telephone enquiry no later than the next working day if your request cannot be completed immediately
- Take personal responsibility for and ownership of your enquiry to reduce transferred calls

### **In Writing**

We treat written correspondence, whether by email, or letter, in the same manner. We will:

- Record your correspondence in our electronic records system
- Allocate your request to an appropriate officer
- Provide a full reply to your correspondence within 5 working days
- If your written enquiry requires in-depth research or follow-up that will take longer than 5 working days, we will acknowledge your correspondence and where possible provide an expected completion date.

### **In General**

We will take ownership of your enquiry, follow up and keep you informed of progress.

Where information cannot be provided in the first instance, we will ensure you are contacted by the same officer or the officer who can best handle your enquiry.

At times it may be more useful for you to telephone to make an appointment with an officer. This will ensure that the officer is available and can allocate sufficient time to discuss your request with you.

### **Freedom of Information**

The Shire of Peppermint Grove adheres to the requirements of the Freedom of Information Act 1992. The Shire's FOI Coordinator will deal with all FOI requests in accordance with the Act and will ensure that requests are dealt with in the most efficient way. Information about how to lodge an FOI request is available on our website at [www.peppermintgrove.wa.gov.au](http://www.peppermintgrove.wa.gov.au).

If you are unsure whether you need to lodge an application, please contact the FOI Coordinator on 9286 8600 or email [admin@peppermintgrove.wa.gov.au](mailto:admin@peppermintgrove.wa.gov.au)

### **Complaints**

We realise that sometimes, despite our best efforts, you may not be happy with the way we have performed a service. We encourage you to bring your concern to us so it can be resolved as quickly as possible.

The Shire of Peppermint Grove has a Complaints Policy and Complaints Handling Process. Information about how to make a complaint is available on the Shire's website (Administrative Policies - 2.5 Complaints Policy; Governance Policy 1.12 Code of Conduct Behaviour Complaints Management Policy).

### **Communication**

The Shire is committed to communicating effectively with its customers. It will do this by:

- Writing directly to all residents on matters of general interest, importance or concern
- Seeking input from residents and other customers on significant issues to assist Council in its decision-making
- Providing feedback to residents and customers following any consultative process
- Providing up to date information on the Shire's website
- Providing copies of the Council's Agenda and Minutes on the website and if required a hardcopy can be printed by the Shire Office for collection
- Producing a Tri annual newsletter PepTalk
- Encouraging residents and customers to attend monthly Council Agenda Briefing Forums and the Ordinary Meeting of Council
- Ensuring that all public documents and the Shire's website meet accessibility standards

### **HELPING US TO HELP YOU**

You can help us to meet our commitments to you by:

- Providing us with accurate and complete details when phoning or visiting us with enquiries
- Contacting the Shire to make an appointment if you have a complex enquiry or need to see a specific officer

- Phoning the officer nominated in any correspondence sent to you
- Treating our staff with courtesy and respect
- Not being abusive on the telephone or over the counter towards our staff

## **YOUR FEEDBACK IS IMPORTANT TO US**

We value your feedback and if you have a request, a complaint or a compliment – we would like to hear from you.

To help us meet our commitment to continuously improve our customer service, your feedback provides us with opportunities to identify areas for improvement, or areas of strength that we need to retain.

### **You can contact us by:**

Email – [admin@peppermintgrove.wa.gov.au](mailto:admin@peppermintgrove.wa.gov.au)

Letter – PO Box 221, COTTESLOE WA 6911

In Person – 1 Leake Street, Peppermint Grove

Telephone – 08 9286 8600

Cashier 09:00 to 04:15pm

Front Desk 08:30 to 04:30pm