

## FEEDBACK ABOUT THE CHARTER AND OUR SERVICES

*We value your feedback about our service and invite you to comment about the Charter and our service on the form below and return to us.*

### COMMENT FORM

Please use this form to express your views about the Charter and our service.

Did you find this Charter:

1. Easy to understand Yes / No
2. Useful in helping to deal with the Shire of Ravensthorpe Yes / No
3. Do you have any suggestions on how to improve this Charter or our service to you?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
4. If you have recently dealt with us by telephone, was your call answered within 7 rings? Yes / No
5. Was you last contact by Mail, Fax, phone or Internet?  
\_\_\_\_\_
6. Did you receive a response within 7 working days?  
Yes / No
7. Were you satisfied with the way staff responded to you? Yes / No
8. Were you satisfied with the way your issue was handled? Yes / No
9. Were you satisfied with the outcome? Yes / No

## OPTIONAL INFORMATION

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No: \_\_\_\_\_

Would you like someone to contact you at the above number to discuss any issues raised. Yes / No

If answered Yes, when would be the most convenient time to contact you?  
\_\_\_\_\_  
\_\_\_\_\_

*Thank you for your comments.*

### **Shire of Ravensthorpe**

65 Morgans Street  
PO Box 43  
RAVENSTHORPE WA 6346

Phone: 08 9839 0000

Fax: 08 9838 1282

Email: [shire@ravensthorpe.wa.gov.au](mailto:shire@ravensthorpe.wa.gov.au)

Website: [www.ravensthorpe.wa.gov.au](http://www.ravensthorpe.wa.gov.au)

#### AFTER HOURS

Chief Executive Officer— 0427 381 098

Manager of Engineering—0439 918 713



# Shire of Ravensthorpe



## Customer Service Charter

65 Morgans Street  
PO Box 43  
Ravensthorpe WA 6346

# Customer Service Charter

**Policy Objective:** Our Customer Service Charter states our commitment to provide quality services and gives you standards by which to measure our performance. It also provides staff with clear standards for which to aim.

## **Policy: THE SHIRE OF RAVENSTHORPE'S COMMITMENT TO YOU**

Our Customer Service Charter states our commitment to provide you with quality services and gives you standards by which to measure our performance. It also provides staff with clear standards for which to aim.

The charter will be reviewed and adapted to meet the changing needs of our customers.

### **Our Customers Include -**

- Residents, electors, members of the business community, investors and community groups.
- Future residents, electors and generations who will be affected by today's decisions.
- Government departments, non-government agencies and adjoining local governments.
- Councillors and fellow staff members within the Shire.
- Visitors to the Shire.

### **HOW WILL WE ACHIEVE OUR COMMITMENT TO YOU?**

- By including in future staff recruitment processes selection criteria requiring a positive attitude towards customer service.
- By conducting customer service training programs.
- By making the development of positive customer service attitudes part of the performance review program of all staff.
- By progressively reviewing and improving forms, systems and procedures from a customer's perspective.
- By progressively improving access to our service for people with special needs.
- By improving access to Council information by producing regular information pages in the local press, a new residents information kit, an Annual Report, and by making Council Minutes readily available in the Public Libraries and on the Shire's Web-site.
- By Council and Management reinforcing the priority of achieving excellence in customer service.

## **SERVICE STANDARDS THAT YOU CAN EXPECT**

### **Face to Face—**

- We will welcome you to our customer service desk in a professional, polite and attentive manner.
- Customer service staff will wear a name badge showing their name for ease of communication.
- We will listen to you and discuss fully your requirements.
- We will endeavour to satisfy your request at the time of your visit.
- When enquiries of a technical nature are made at the service desk, a technical officer will be called to the desk within five (5) minutes, where possible, and they will introduce themselves by name and position.
- If the officer is out, or otherwise unavailable, the appropriate officer will contact you within one (1) working day.
- Our aim is to assist you in a positive outcome.

### **On the Telephone—**

- We will answer your call within seven rings during opening hours of the Council Office. (Office hours: 8:30 a.m. to 5:00 p.m. Monday to Friday.)
- We will introduce ourselves using first names.
- We will provide you with a contact number, or e-mail, for further communication where needed.
- We will return your telephone enquiry within one (1) working day, or if the appropriate officer is not available, redirect the enquiry to another officer who may be able to assist you.

### **In Writing—**

- We will write to you in clear, concise language that is easily understood.
- We will respond to your letter within seven (7) working days.
- If your general correspondence enquiry proves to be more technical and requires research or consideration by Council that will take longer than seven (7) working days, we will acknowledge your letter and provide you with an expected reply date.

### **For Building and Planning Applications—**

- We will process complete (all required information) standard building applications that can be dealt with under delegated authority within twenty (20) working days. The Local Government (Miscellaneous Provisions) Act 1960 requires Council to assess building plans within 35 days. If not a written notice may be served on the CEO requiring the local government within 14 days to advise the approval or otherwise of the application.

- We will acknowledge in writing, receipt of a complete planning application and provided the planning application is received by the cutoff date for the agenda present your planning application to Council for approval at the very next Council meeting.
- We will acknowledge complex building and planning applications within seven (7) working days and keep you informed at each stage as the application progresses.

## **COMPLAINTS**

### **If you are not satisfied with our service—**

- Raise your concern with the staff member you have been dealing with to give him/her a chance to resolve the problem.
- If you are not satisfied or feel unable to talk to that staff member contact that person's superior.
- If you prefer, the "comment form" attached to this charter can be used to bring the problem to our attention.
- If you feel your problem is still unresolved write to the Chief Executive Officer at PO Box 43, Ravensthorpe WA 6346.
- If you are not satisfied with the Chief Executive Officer's response, you may raise your concerns with the Shire President, your Ward Councillor, the Department of Local Government or the WA Ombudsman.

## **HELPING US TO HELP YOU**

### **You can help us to meet these commitments—**

- By providing accurate and complete details when writing or phoning with any queries.
- By ensuring that applications for building and planning approvals are complete and include all required details.
- By phoning to make an appointment if you have a complex enquiry or need to see a specific officer.
- If phoning as a result of correspondence from Council, by phoning directly to the officer nominated on the correspondence and quoting the reference number of the letter.
- By treating our staff with courtesy and respect.

## **HOW TO CONTACT US**

**By telephone**  
**08 9839 0000**  
**8:30 a.m. to 5:00 p.m.**  
**Monday to Friday**