

CUSTOMER SERVICE CHARTER

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City of
Greater Geraldton
a vibrant future



CUSTOMER SERVICE CHARTER

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CUSTOMER SERVICE CHARTER

Introduction

Our Commitment

The Customer Service Charter of the City of Greater Geraldton states our commitment to provide you with quality services. It is an expression of the standards we have set for ourselves and by which performance can be measured. It also provides our staff with clear standards for which to strive.

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

The City of Greater Geraldton is committed to service delivery excellence and to undertake all our activities in ways which achieve quality, effective and timely service to all our customers every time.



Actively seek and evaluate new ways of doing things



Values and Principles

The City of Greater Geraldton
Strategic Community Plan 2013 - 2023

The Customer Service Charter is an integral part of the strategic outlook of the City of Greater Geraldton. It ensures a continued focus upon effective and efficient delivery of services to all customers, both external and internal.

Organisational Values



The City of Greater Geraldton works within a framework of five organisational values –

SERVICE

We will make our customers the focus of everything we do
Our service will be fair, flexible, innovative and reliable
We will show genuine concern for our customers





TRUST

We will trust the foundation of all relationships
We will rely and depend on each other
Our communication will be open and genuine

ACCOUNTABILITY

We will honour our commitments
Take responsibility for our own actions
We won't blame others

RESPECT

We will treat others like we would like to be treated
We will listen before we talk
We will seek and value the contributions of others

SOLIDARITY

We will be united on our decisions
We will be united in our actions



Customer Focus

Staff of the City of Greater Geraldton are committed to:

- Respecting the diversity of our community
- Being fair and accountable in our service delivery
- Being transparent in our decision making
- Working with our customers to understand and respond to their needs both now and in the future
- Providing opportunities for community engagement
- Striving for excellence in all that we do
- Focusing our improvement efforts on better service for our customers



We will work with our customers to understand and respond to their needs both now and in the future

Service standards you can expect from us

Face to face

When you visit our offices we will -

- Greet you immediately and provide you with professional, polite and attentive service every time
- Wear name badges so we can be easily identified
- Treat you with respect, courtesy and dignity
- Listen to you carefully and fully consider your issues
- Endeavour to satisfy your request at the time of your visit
- Ensure that when enquiries of a technical or specialised nature are made at the front counter of the Geraldton Civic Centre or the Mullewa District Office, the appropriate officer will be called to assist if available. If the matter cannot be dealt with at the time of your visit, contact will be made with you within two business days to arrange an appointment or to discuss the matter over the phone

On the telephone

When you phone us we will –

- Answer the telephone within three rings
- Introduce ourselves using our first name and our business unit
- Provide a direct contact name and number where necessary
- Return your telephone enquiry no later than the next working day
- Take personal responsibility for and ownership of your enquiry to reduce transferred calls

We will also provide a 24 hour telephone service for after hours or emergency calls



We are committed to respecting the diversity of our community



In writing

When you write to us we will -

- Reply to you in clear, concise, plain English that is easily understood
- Send out standard information to you within two business days
- Acknowledge your letter of general correspondence within five working days of receipt and provide a full reply to your letter within 10 working days

If your written enquiry (letter or email) requires in-depth research or follow-up that will take longer than 10 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 request



We will return your telephone enquiry no later than the next working day



Freedom of Information (FOI)

The City of Greater Geraldton adheres to the requirements of the Freedom of Information Act 1992. The FOI Coordinator will deal with all FOI requests in accordance with the Act and will ensure that requests are dealt with in the most timely and cost effective way. Information about how to lodge an FOI request is also available on Freedom of Information Requests page (</your-council/contact/freedom-information-requests>).

If you are unsure whether you need to lodge an application please contact the FOI Co-ordinator on (08) 9956 6600 or email council@cgg.wa.gov.au.

Helping us to help you

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

- Having a note pad and pen by the phone when you call the City
- Providing accurate and complete details when phoning us with any queries
- Contacting the City to make an appointment if you have a complex enquiry or need to see a specific officer
- Phoning the officer nominated on the correspondence sent to you



Your responsibilities as a customer

When you contact us you can expect to be treated with honesty, fairness, sensitivity and dignity.

In return we expect that you will:

- Treat our staff with courtesy and respect
- Not be abusive on the telephone or over the counter towards our staff
- Refrain from any type of malicious threat towards our staff or any City facility
- Be open and honest in your dealings with us
- Understand that the City of Greater Geraldton and its staff may exercise their right not to deal with you should your behaviour and/or actions be unacceptable
- Understand that the City of Greater Geraldton has a responsibility to report all threats, implied or otherwise, direct to the Police



Making a complaint

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 directly so the matter can be resolved promptly. A complaint may be received in person, over the phone or in writing including electronic communication.

The City of Greater Geraldton will manage all complaints in line with established policies and procedures.

The Australian Standard for Complaints ISO AS 10002 - 2006 defines a complaint as:

“Any expression of dissatisfaction with a product or service offered or provided”.

A complaint is not to be confused with a suggestion, a request for service or a request for information. For convenience, the following definitions are provided:

Complaint – a statement of dissatisfaction by a customer regarding the unsatisfactory delivery of a product or service offered by Council or the unsatisfactory conduct of Council officers

Compliment – positive feedback about a product or service

Suggestion – suggested service or product improvement

Request for information – an enquiry or request for information about Council services, facilities, policies or procedures

Request for service – request for action to be taken in relation to a service or product



Should a complaint be received at the City of Greater Geraldton, you can be assured that the following action will be taken –

- All complainants will be treated with respect, courtesy and professionalism
- If the complaint is received by phone or over the counter the officer concerned will take all the details from you at that time. If the matter cannot be resolved at that time, an investigation will be commenced within five days. A written response informing you of the decision will be provided to you within 10 business days
- If the complaint is received in writing we will acknowledge your correspondence within five days and provide a written reply informing you of our decision within 10 days
- Should you still be dissatisfied with the decision you can apply for it to be reviewed internally by a senior internal review officer
- If the matter cannot be satisfactorily resolved by the internal review officer the customer can request that the matter is passed to the office of the CEO for review
- Decisions can be appealed via external review by contacting the Office of the Ombudsman of WA. Various publications on how to make a complaint to the Ombudsman are available on their website at www.ombudsman.wa.gov.au



We value your feedback about our operations and services

Contacting us - your feedback is important to us

We value your feedback about our operations and services. Whether you have a request for action, a compliment or a complaint, we would like to hear from you. To let us know how we can better service your needs, you can contact us by:

- Email, council@cgg.wa.gov.au
- Telephone, (08) 9956 6600
- Mail, post to Chief Executive Officer,
City of Greater Geraldton,
PO Box 101, Geraldton WA 6531
- Visiting us at the Civic Centre in Geraldton,
63 Cathedral Ave or the Mullewa District Office,
Thomas Street, Mullewa.
- Completing the Customer Feedback Form attached
or the electronic version available on our
website www.cgg.wa.gov.au or you may care to pick
up a feedback form from the Geraldton
Regional Library, Marine Terrace, Geraldton or either
of our offices in Mullewa or Geraldton.

Customer satisfaction counts

The Coordinator Customer Services at the City of Greater Geraldton will ensure your requests, comments or complaints are dealt with appropriately and in accordance with the Customer Service Charter. Please refer to “contacting us” for further details.



We encourage you to bring your concern to us directly so the matter can be resolved promptly

Customer Feedback Form

The City of Greater Geraldton is committed to giving our customers the best possible service. We welcome your suggestions, enquiries and feedback on our service, whether positive or negative. If something is wrong we will try to put it right. It is our intention to use the feedback to continually improve upon everything we do.

Name: _____

Address: _____

Daytime contact number: _____

Email address: _____

Nature of feedback – please tick one

- Compliment
- Complaint
- Comment/Suggestion
- Request for information or service

Please print clearly and provide as much detail as possible:

Would you like a response? Please circle – Y or N

Thank you for your feedback, it is appreciated. Please be assured that all information provided by you is treated with the utmost confidentiality.

MAIL TO: CEO City of Greater Geraldton, PO Box 101, Geraldton WA 6531.
This form is also available on our website if you would prefer to submit it electronically, go to: www.cgg.wa.gov.au



We will use feedback received to continually improve upon everything we do

CONTACT DETAILS:

City of Greater Geraldton

63 Cathedral Ave

GERALDTON WA 6530

or

PO BOX 101

GERALDTON WA 6531

Phone: (08) 9956 6600

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