

# Our Customer Focus

The City of Greater Geraldton is committed to being WA's regional capital. We aim to do this by being an adaptive, transparent and accountable administration that authentically engages with our community. We promise to provide meaningful customer experiences for the people we serve.



## Our Organisational Values

### Service

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

### Trust

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

### Accountability

- We will honour our commitments.
- We will take responsibility for our own actions.
- We won't blame others.
- We will hold each other accountable for our actions and behaviours.

### Respect

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

### Solidarity

- We will be united in our decisions.
- We will be united in our actions.
- Our strengths will come from interdependence.


## Contact us

Engaging with the community is an ongoing process in which the City regularly seeks ideas and feedback on the projects, programs, services we deliver and also collaborates with residents to develop plans and strategies to make our community a better place to live, work and play.

To let us know how we can do even better, you can contact us by:

 **Telephone** 08 9956 6600


 **Email** [council@cgg.wa.gov.au](mailto:council@cgg.wa.gov.au)

 **Mail** City of Greater Geraldton, PO Box 101 Geraldton WA 6531

 **Web Chat** Click Chat on our website

 **Facebook** [www.facebook.com/cityofgreatergeraldton](https://www.facebook.com/cityofgreatergeraldton)

 **Visit us** in person in Geraldton at the Administration Centre 63 Cathedral Avenue Geraldton between 8.30am - 5.00pm, Monday to Friday.

 **Visit us** in person in Mullewa at the Mullewa District Office, corner of Thomas and Padbury Streets, Mullewa between 8.00am - 4.00pm, Monday to Friday

## Our Service Standards

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

- Strive for excellence in all that we do
- Be transparent in our decision making
- Respect the diversity of our community
- Be fair and accountable in our service delivery
- Focus our improvement efforts on better service for everyone
- Make it easier, more convenient and quicker to do business with the City
- Work with our customers to understand and respond to their needs both now and in the future

## Contacting us by telephone

- Our contact centre team members will answer your call promptly and try to resolve your query at the first point of contact.

- Your call will be answered within 30 seconds 80% of the time.
- When we experience unexpected delays, we will inform you and give you the option of keeping your place in queue and requesting a call back.
- You will always speak to a real person who lives locally and understands your needs.
- We will answer your call politely and professionally, identifying ourselves by first name and area of the business.
- Where possible we will manage your enquiry on the spot. If this is not possible we will either redirect your call or take a message for a subject matter expert.
- If we take a message, we will return your telephone enquiry no later than the next working day.
- If you request a service, we will give you a reference number to quote should you need to re-contact us.
- Should you have an emergency or after hours issue, we provide a 24 hour telephone service for emergency calls.

## Contacting us in Person

- We will greet you in a timely manner and provide you with professional, polite and attentive service every time.
- We will ensure all staff wear name badges so we can be easily identified and you know who you are speaking to.
- We will treat you with respect, courtesy and dignity. We will listen to you carefully and fully consider your issues in order to determine how we can help.
- We endeavour to resolve enquiries, requests for service, payments and ticket enquiries at the time of your visit. If the enquiry is of a technical nature, the appropriate officer best able to assist with your enquiry will be called to assist.
- If the relevant officer is unavailable we will make an alternate meeting time with you or take a detailed message for response no later than the next working day.



FIND US ON

### Contacting us in writing and by email

- If you email us, you will immediately receive an automated response acknowledging your correspondence has been successfully received.
- We aim to respond to all emails received to council@cgg.wa.gov.au and emails sent directly to an individual officer or department within three working days unless you receive an out of office notification which will specify when the officer will return to the office.
- We aim to resolve all written enquiries 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.
- We will always reply to you in clear, concise, plain language that is easily understood.

### Contacting us via social media

- The City's Facebook page is monitored by staff between 9am and 4pm, Monday - Friday.
- Any queries will be forwarded to the relevant department for an appropriate response within two working days.

### Contacting us by web chat

- The City's web chat is managed by staff between 8:30am and 5.00pm, Monday - Friday.
- Your web chat will be answered within 30 seconds 80% of the time.

### Helping us to help you

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

- Treating our staff with courtesy and respect.
- Being open and honest in your dealings with us.
- Providing accurate and complete details when contacting us with any queries.
- Sharing your feedback so we can make improvements to how we interact with you in future.
- Contacting the City to make an appointment if you have a complex enquiry or need to see a specific officer.
- Not being abusive and refraining from any type of any type of malicious threat towards our staff or any City facility.
- Understanding that the City of Greater Geraldton and its' staff may exercise our right not to deal with you should your behaviour and/or actions be unacceptable.
- Understanding that the City of Greater Geraldton has a

responsibility to report all threats, implied or otherwise, direct to the Police Department.

- If English is not your first language or you need some help in understanding any of the services the City delivers, we can offer alternative formats and services.

### Complaints

We realise that sometimes, despite our best efforts, you may not be happy with the way we have delivered 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.

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.
- **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.

The City manages all complaints in line with established policies and procedures. When a complaint is received at the City, the following action will be taken –

- All complainants will be treated with respect, courtesy and professionalism.
- If the complaint is received by phone or in person an officer 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 three working days. A written response informing you of the decision will be sent to you within 10 working days.
- If the complaint is received in writing we will acknowledge your correspondence within three working days and provide a written reply informing you of our decision within 10 working days.

### Dispute Resolution Process

- Should you still be dissatisfied with the decision you can apply in writing (letter or email) for it to be reviewed internally by the Manager of Customer and Business

Engagement. An investigation will be commenced within three working days. A written response informing you of the decision (or an update on our progress) will be sent to you within 10 working days.

- If the matter cannot be satisfactorily resolved by the Manager of Customer and Business Engagement you can request that the matter is passed to the office of the CEO for review. An investigation will be commenced within three working days. A written response informing you of the decision (or an update on our progress) will be sent to you within 10 working days.
- Decisions can be appealed via external review by contacting the Office of the Ombudsman of WA. Various publications on how to make a complaint are available on the Ombudsman website.

The contact details are as follows:

**Ombudsman Western Australia**

**PO Box Z5386**

**St Georges Terrace, PERTH WA 6831**

### Personal Information Protection

The City values the privacy of its customers. Unless required to do so by law, we will keep your personal information safe and not disclose it without your consent.

