



# **Customer Service Charter**

## **City of Greater Geraldton**

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## **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.



## Values and Principles

### Plan for the Future 2009 - 2014 : Strategic Outcomes

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 –

#### **RESPECT**

Treat others with consideration, courtesy and honesty  
Encourage and acknowledge effort and initiative  
Believe in the ability of others  
Recognise and acknowledge diversity and equal employment principles

#### **OPENNESS**

Share information and ideas  
Listen and provide feedback in a positive manner  
Only talk positively about others  
Take responsibility for own actions

#### **TEAMWORK**

Work as a team and assist each other for the betterment of the City, its residents and visitors  
Provide a high level of customer service

#### **LEADERSHIP**

Involve employees in decision-making  
Communicate plans and objectives  
Encourage learning and personal development  
Lead by example

#### **EXCELLENCE**

Strive to learn  
Actively seek and evaluate new ways of doing things

## 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

## 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 24 hours 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 3 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

## 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 24 hours
- Acknowledge your letter of general correspondence within 5 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

## Freedom of Information (FOI)

The City of Greater Geraldton adheres to the requirements of the Freedom of Information Act 1992. The FOI Co-ordinator 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 our website [www.cgq.wa.gov.au](http://www.cgq.wa.gov.au)

If you are unsure whether you need to lodge an application please contact the FOI Co-ordinator on (08)9956 6679 or email [council@cgq.wa.gov.au](mailto:council@cgq.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 our 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 Department

## 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 5 days. A written response informing you of the decision will be provided to you within 10 days
- If the complaint is received in writing we will acknowledge your correspondence within 5 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](http://www.ombudsman.wa.gov.au)

## **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](mailto:council@cgg.wa.gov.au)
- Telephone, (08)9956 6000
- Mail, post to Chief Executive Officer, City of Greater Geraldton, P O Box 101, Geraldton WA 6531
- Visiting us at the Civic Centre in Geraldton, 63 Cathedral Ave or the Mullewa District Office, Thomas Street.
- Completing the Customer Feedback Form attached or the electronic version available on our website [www.cgg.wa.gov.au](http://www.cgg.wa.gov.au) or you may care to pick up a feedback form from the Regional Library, Marine Terrace, Geraldton or either of our offices in Mullewa or Geraldton

## **Customer satisfaction counts**

The Customer Relations Manager 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.



