

**Shire of Plantagenet
Customer Service Charter
2007**



**Administration Centre
Lowood Road
MOUNT BARKER WA 6324**

**Telephone 9892 1111
Fax 9892 1100
Email: info@plantagenet.wa.gov.au
Website: www.plantagenet.wa.gov.au**



Customer Service Charter

The Shire of Plantagenet's commitment to you

Our Customer Service Charter reflects our commitments in the quality of service which is provided to you.

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

Our Mission

To improve the quality of life for the people of Plantagenet, both present and future.

Our Customers Include:

- People who have dealings with the Shire of Plantagenet.
- Residents; ratepayers; business proprietors; community, sporting and recreation clubs and associations.
- Visitors to the Shire of Plantagenet.
- Employees within the Shire of Plantagenet.
- Government departments and non-government agencies and organisations.

We will achieve our Commitment to you by:

- Progressively reviewing and improving forms, systems and procedures from a customer's perspective.
- Conducting regular customer service Employee training programs.
- Incorporating customer service improvements into all Business Plans.
- Making the development of positive customer service attitudes part of the annual performance review program for all Employees.
- Progressively improving access to our services to people with disabilities and people from culturally and linguistically diverse backgrounds.
- Making information available in alternative formats for people with specific requirements.
- Improving access to Council information by utilising a wide range of information media including regular newsletters to residents, Welcome Pack for new residents and electronic access to the Shire's webpage.
- Ensuring all complaints are dealt with fairly, quickly and equitably.

You can assist us by:

- Having a notepad and pen by the phone when you call the Shire.
- Providing accurate and complete details when phoning us with any queries or requests for assistance.
- Phoning to make an appointment if you have a complex enquiry or need to see a specific officer.
- Phoning the officer nominated on correspondence sent to you and quoting the reference number of the letter.
- Being clear and concise with your requests and being prepared with relevant information.
- Treating Employees with the same courtesy and respect given to you.
- Acknowledging that the Shire may not have the authority to deal with your request / complaint and may need to refer it to another agency/organisation.

Service Standards (in person)

We Will:

- Promptly attend to you at all times in a professional, polite and attentive manner.
- Listen attentively in order to understand your needs.
- Aim to attend and complete your request at the time of your visit.
- When enquiries of a technical or specialist nature are made at the Customer Service Centre, ensure that the appropriate Employee is called, if available, or that contact is made within 24 hours to arrange an appointment.
- Ensure all Employees who have face-to-face contact with customers wear a name badge for ease of communication.
- Ensure that an Employee is available in each Section at all times during working hours.
- Always be appropriately dressed.
- Always try to resolve your request at the first contact.

Service Standards (in general)

We Will:

Advise you of the progress of your request at least every 15 working days, until the matter is resolved.

Service Standards (on the telephone)

We Will:

- Promptly answer all telephone calls during working hours.
- Introduce ourselves over the phone by name and Section, and provide a direct contact number for future communications when necessary.
- Reply to telephone enquiries on the same day or the next working day, as appropriate.
- Take personal responsibility for your enquiry to reduce the transfer of calls and inform you of any delays if you are 'on hold'.
- Provide a 24-hour after hours telephone service for emergency calls.

Service Standards (in writing, including emails)

We Will:

- Acknowledge your written request within 10 working days of receipt.
- Whenever possible provide a completion date when requests require in-depth research which will take longer than 10 working days.
- Write to you in clear, concise language that is easily understood.
- Send out standard information within 24 hours of the request being received.

Service Requests

(A Service Request is defined as a person's demand for a service or action to be undertaken by the Shire)

We Will

- Make safe urgent road and footpath defects within 4 hours and where possible finalise the repairs within 24 hours of notification. Carry out routine minor footpath and road repairs within 5 working days.
- Process crossover applications and provide written quotations within 10 working days.
- Carry out construction of crossovers within 14 working days of payment being received (weather permitting), providing the applicant has met all construction conditions.
- Process requests for works bonds refunds within 14 working days. Providing all conditions are met.
- Collect refuse from 6am on designated collection days. (Non-compliant bins/crates will not be collected).
- Inspect street trees within 2 working days of any request for pruning. Undertake urgent works within 4 hours and non-urgent works within 10 working days of the request to the Shire.
- Routine Service Requests or complaints will be responded to within 2 working days of them being received.
- Give you at least 24 hours warning notice if we need to carry out repair works in your street which affect your property (other than emergencies).

Development Applications:

We Will:

- Register applications upon receipt (only if they contain all the required information and fees).
- Process complete building applications which do not require referral to other parties within 10 working days.
- Process other building applications within 20 working days of receipt of referral advice.
- Process compliant planning applications for developments of a minor nature or impact within 20 working days.
- Process other planning applications within 6 to 8 weeks depending on external referrals including public advertising.
- Process complete on site effluent disposal applications within 10 working days.
- Advise persons who make a submission on a Town Planning Scheme Amendment their submission has been received within 5 working days.

Customer Feedback

'Your views are important'

We believe our customers deserve a high quality service, delivering prompt and useful information. We welcome and value your constructive feedback.

The Shire encourages you to express your views on the services provided. By telling us what services have been beneficial and how others could be improved, we can ensure our standard of customer service will meet your expectations.

If we can help please contact us:

In person:

Administration Centre
Lowood Road
MOUNT BARKER WA 6324

By Mail:

P O Box 48
MOUNT BARKER WA 6324

By Telephone: 9892 1111

By Fax: 9892 1100

By Email: info@plantagenet.wa.gov.au

If we are still not meeting your expectations, you are entitled to have the matter reviewed as part of the Council's Customer Service Complaints Management Procedures. Please complete a Customer Service Complaint form, available from the Administration Centre or download from the Shire's website at www.plantagenet.wa.gov.au