



Shire of
Plantagenet
Mount Barker • Kendenup • Narrikup
Porongurup • Rocky Gully

CUSTOMER SERVICE CHARTER



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2 Customer Service Commitment

The Shire of Plantagenet's commitment to the Community includes:

- Integrity through honesty, ethical behaviour and trustworthiness.
- Professionalism through understanding our roles and responsibility, the need to work efficiently and strive for excellence.
- Supportiveness by being patient, caring and friendly.
- Responsibility by taking ownership.
- Customer focus by understanding needs, being proactive and responsive.
- We handle all your information in accordance with the Australian Privacy Principles.

3 Our Vision

Plantagenet, building a sustainable and respectful community, where the environment is preserved, and natural beauty and diversity provide opportunities for all.

4 Our Mission

To enhance the quality of life for the people of Plantagenet and the region, through the provision of leadership, services, and infrastructure.

4.1 We will achieve our Commitment to you by:

- Promptly attending to you at all times in a professional, polite and attentive manner to ensure we understand your needs and direct your enquiry to the correct officer.
- Promptly answering all telephone calls during business hours or if you leave a message, we will get back to you within two business days.
- Following through on commitments.
- Providing a 24-hour telephone service for emergency calls.
- Acknowledging your written request within 10 business days of receipt.
- Providing information to you that is accurate and consistent, relevant, practical and easy to access.
- Our fair and impartial actions, completed within a specified timeframe and with your individual needs into consideration.

4.2 You can assist us by:

- Being prepared with relevant information at hand when contacting us with queries or requests for assistance.
- Providing us with your contact details and letting us know if circumstances change.
- Provide constructive feedback so we can deliver better services.
- Phoning to make an appointment if you have a complex enquiry or need to speak with a specific officer.
- 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.

5 Unacceptable Behaviour

The Shire of Plantagenet is responsible for providing staff with a safe working environment and holds a Zero Tolerance position on rude, abusive or aggressive behaviour:

- Any abuse or discrimination, written or verbal
- Threatening behaviour or intimidation
- Serious or persistent harassment
- Any behaviour that causes anyone to feel intimidated, threatened, frightened or physically at risk.

If a customer displays any of the above behaviours, we may immediately cease interactions with them and reserve the right to set limits or conditions on how they may engage with us in the future.

6 Contacting Us

We are committed to communicating with you in a timely and responsive manner in order to address your issues, enquiries and concerns.

We provide up to date information including forms, application forms, information sheets and meeting Agendas and Minutes on our website.

You can contact us in person, by telephone, by mail or via our website:

In person:	Administration Office, 22 – 24 Lowood Road MOUNT BARKER WA 6324
By Mail:	PO Box 48 MOUNT BARKER WA 6324
By Telephone:	9892 1111
By Email:	info@sop.wa.gov.au

Please note comments on Facebook, LinkedIn, Instagram or twitter are not monitored and will not be responded to.

Yours sincerely



Julian Murphy
CHIEF EXECUTIVE OFFICER
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