

Customer Service Charter and Customer Complaint Handling Guidelines



Overview



The Shire of Carnarvon Customer Service Charter and Customer Complaint Handling Guidelines establishes the Shires customer service standards. It identifies a whole of organisation commitment to customer service and defines a common set of expected principles and behaviour related to service to our customers. These guidelines also define what our customers can do if they feel the Shire has not delivered the standard of customer service outlined in our Customer Service Charter.

Strategic Relevance

Strategic Community Plan 2018 - 2028

Goal 5 Civic, Strong and listening Council

Objective 5.1 A well engaged and informed community and a high standard of customer service.

Customer Service Charter

The Shire of Carnarvon is committed to providing quality customer service that will meet the highest standards and ensure we meet the needs of our customers in a professional and ethical manner with courteous and efficient service.

Our Commitment to our Customers

At all times the Shire of Carnarvon will strive for excellence in all we do including:

- Communicate in a way that is clear, concise, open, honest and respectful as per the Shire of Carnarvon's Values;
- Seek customer feedback to improve our services;
- Provide relevant and up to date information relating to our services via our website, Facebook page and other publications;
- Constantly engage with our customers to build positive relationships that keep our customers informed; and
- Strive for excellence in our customer service and be fair and accountable in our service delivery.



INFORMATION

Guidelines

1. Contacting the Shire by phone

- The Shires core customer service business hours are as follows –

Administration Office - 8.00am to 5:00pm

(Monday to Friday)

Phone – 9941 0000

Depot - 7:30am-3:00pm (Monday to Friday)

Phone 9941 6307

Rangers – 7am - 4:30pm (Monday to Friday

(excluding all public holidays)

Phone 9941 0019

Carnarvon Library & Gallery - 9.30am - 5 pm

(Tuesday to Friday) and 9.00am - 12.30pm

(Saturdays) – closed Sunday & Monday

Phone – 9941 3727

Visitors Centre – 9.00am – 5.00pm (Monday to

Friday) and 9.00am – 12 noon (Saturday)

- All calls will be answered by Shire Officers in a courteously and timely manner.
- Shire Officers will introduce themselves when answering a call.
- Shire officers shall use their voice mail when their individual phone number is unattended.
- Each Shire officer is responsible for keeping their individual voice mail up to date with their current out of office notification.
- Each department will have their call flow set up appropriately and in the last instance have it diverted to a mailbox for the customer to leave a message.
- Calls direct to the general enquiries number (9941 0000) Customer Service staff will attempt to resolve each enquiry immediately, however if this is not possible the call will be redirected to the appropriate officer.

- In the event that a Shire officer is not available the caller will have the option of leaving a voice mail or returning to Customer Service who will forward the customers details onto the appropriate officer.
- All requests are to be acknowledged within two working days of receipt.
- For emergency or after-hours matters, ring 9941 0000 and your call will be diverted.

2. Visiting the Shire of Carnarvon's Offices

- The Shires Administration Centre opening hours are 9.00am to 4:00pm Monday to Friday excluding all public holidays and are staffed by the Customer Service Team.
- Our other Offices and facilities may have different opening hours.
- All Customers will be met in a professional, polite, respectful and understanding manner.
- All Customers will be treated equally
- If a customer's enquiry is of a technical or specialised nature, an appropriate officer will be called to assist and will attend to the customer promptly. If an appropriate officer cannot be called or is not available a message will be taken by the Customer Service team and sent to the responsible officer to be actioned within two working days.
- Shire officers will dress in a professional manner in accordance with the Shires dress code Policy.
- Shire officers will behave appropriately as defined in the code of conduct.
- Shire Officers will introduce themselves so customers can identify who they are speaking with.

3. Contacting the Shire by email

- Customers are advised to email all general enquiries to shire@carnarvon.wa.gov.au
- Receipt of emails to the shire@carnarvon.wa.gov.au email address will be acknowledged immediately by an automatic response system.
- Emails to this address will be forwarded onto the responsible officer within one working day.
- The responsible officer will be accountable for recording the correspondence in the Shires record management system.
- Automatic replies are to be set on each individual email account as an acknowledgment of email receipts to external customers.
- Emails sent directly to individual email addresses will be responded to within two working days and recorded in the Shire record management system where appropriate.
- Officers shall keep their individual out of office responses up-to date with appropriate alternative contacts listed.
- Enquiries will be actioned within 10 working days where possible. If enquiries require further research or follow ups that may take longer than ten working days, customers are to be advised in writing informing them of their enquiry status and expected resolution time frame.
- All correspondence will be courteous, in common English and without the use of acronyms.
- An officer will be allocated to each enquiry and will be responsible for following it through to a satisfactory conclusion.

4. Contacting the Shire by Mail

- All mail is documented and scanned into the Shires Record Management System by the Senior Records Officer and distributed electronically to the appropriate officer within one working day.
- All correspondence will be acknowledged within two working days.
- An officer will be allocated to each enquiry and will be responsible for following it through to a satisfactory conclusion.
- Enquiries will be actioned within 10 working days where possible. If enquiries require further research that may take longer than ten working days, customers are to be advised in writing of the enquiry's status and expected resolve time frame.
- All correspondence will be courteous, in common English and without the use of acronyms.

5. Expectations of the customer

- Treat all Shire Officers with respect and kindness.
- Respect the Privacy and Safety of other customers.
- Be respectful to the community we live in.
- Keep us informed of any changes of address or contact details.
- Provide accurate and complete information to assist us in responding to your enquiries.
- If your enquiry is of a complex nature you will need to speak to an appropriate officer and an appointment will be made where possible.
- Co-operate with Shire Officers to solve problems.
- Provide the Shire with feedback so we know how we are performing and where improvements may need to be made to our services.

6. Customer Relations

The Shire of Carnarvon is committed to providing quality customer service that will meet the highest standards and ensure we meet the needs of our customers in a professional and ethical manner. However, if customers are personally abusive, use bad language or are threatening in any way, Shire staff may decide to cease engagement with the customer.

Unsuitable behaviour is defined as when a customer shouts, displays bullying behaviour, uses abusive or derogatory language, makes threats, is intimidating or behaves in a threatening manner towards Shire staff. Staff are not expected to tolerate this behaviour and the interaction may be terminated immediately.





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Internal Customer Service

Regardless of where a staff member works within the Shire, everyone has a customer, and everyone is a customer. Whether a service is provided internally to a team member, another department, member of another team, to Contractors, to Councillors or externally to members of the community, we all have a responsibility to provide a high level of customer service.

The Shire of Carnarvon is committed to providing quality customer service that will meet the highest standards and ensure we meet the needs of our customers in a professional and ethical manner. We recognise that the same principles and standards of Customer Service applied to our external customers also apply to our internal customers. We will endeavour to train, support and mentor each other to continue to provide a high level of Customer Service throughout the Shire of Carnarvon.

All personnel will work in partnership with each other to fulfil our Customer Service obligations regardless of the customer being external or internal. Each staff member has a responsibility to ensure a positive and effective customer service culture exists within the organisation.

Quality Internal Customer Service shall be managed using the following Values.

	Definition	In Practice
Courage	The quality of mind or spirit that enables a person to face difficulty, danger, pain, etc., without fear; bravery.	Being able to have the difficult conversations early. Being able to stand up for what is right and support your colleagues.
Authenticity	The quality of being genuine and honest.	Being honest about your abilities and barriers. Being true to oneself and work colleagues.
Respect and Inclusion	A sense of the worth or excellence of a person, a personal quality or ability.	Where all individuals are treated fairly and respectfully, have equal access to opportunities and resources, and can contribute fully to the organisation's success
Humility	The quality of being humble; modest opinion or estimate of one's own importance.	Being kind, patient towards customers and work colleagues
Passion	A strong or extravagant fondness, enthusiasm, or desire for anything.	Showing pride and commitment to all projects.
Excellence	The fact or state of excelling and achieving.	Striving to be the best you can with the resources you have.
Cohesion	The act or state of cohering, uniting, or sticking together.	Supporting each other and working in teams



Customer Complaint Process

The Shire of Carnarvon will make every effort to deliver on our commitments within the Customer Service Charter and be accountable for our organisations decisions and how they are made. There may be instances when our customers feel we have not delivered on the commitments or are unhappy with a decision made by the Shire. Our customers may ask the Shire to review a decision or express their dissatisfaction about a service delivered by the Shire by way of a formal complaint. The following page is a summary of the process outlined in the Shire of Carnarvon's Comprehensive Complaints Response Policy number E063.

1. What is the definition of a complaint?

Expression of dissatisfaction made to the Shire of Carnarvon related to its services, conduct or the complaints handling process itself where a response or resolution is required.

A complaint should not be confused with a service request where a person has requested the provision of a service by the Shire.

Examples: Street Sweeping Request, Rubbish to be collected, Trees to be lopped, Footpaths to be repaired etc

2. How can a customer register a complaint?

Complaints can be submitted in writing to

Shire of Carnarvon

PO Box 459

Carnarvon WA 6701

Email: shire@carnarvon.wa.gov.au

Fax: 9941 0099

www.carnarvon.wa.gov.au/Contact_Us

Complaints can be submitted in person by

Attending the Shire of Carnarvon Office, located at 3 Francis Street.

Customers will need to complete a Customer Feedback form or bring their complaint in writing.

Complaints can be submitted by phone on

9941 0000 Customers are encouraged to lodge their complaint in writing but if made by phone the customer will need to provide their name and contact details and information relating to their complaint.

Authority	Chief Executive Officer
Guideline Owner	Chief Executive Officer
Created date	Endorsed by ELT 07 August 2021
Related Policies	Shire of Carnarvon Code of Conduct Comprehensive Complains Response (E063) Record Management (C005)
Version number	0.7

The Shire manages all complaints in line with established policies and procedures. When a complaint is received and registered with the Shire, 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 5 working days. A written response informing you of the decision will be sent to you within 15 working days
- If the complaint is received in writing, we will acknowledge your correspondence within 5 working days and provide a written reply informing you of our decision within 15 working days
- Should you still be dissatisfied with the decision, you can apply in writing (letter or email) for it to be reviewed internally by the CEO? An investigation will be commenced within 5 working days. A written response informing you of the decision will be sent to you within 15 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](#).

Please note if your complaint requires in-depth research or follow-up that will take longer than these timelines, we will acknowledge your complaint within those time frames and provide an expected investigation completion date.

Continuous improvement

The Shire of Carnarvon is committed to continuing to improve on our customer service standards and it is important to us that customer feedback is actively sought, and to identify any areas that may need attention or trends that may need to be addressed.