

Customer Service Charter

We strive to provide a friendly, professional and efficient service that meets your needs



Shire of
Serpentine
Jarrahdale



Our commitment to you

We strive to provide a friendly, professional and efficient service which meets your needs.

Our Customer Service Values

We focus on the customer

We will provide high-quality service, while respecting each other and our customers

We do the right thing

We will act with integrity, honesty and respect and create a sustainable environment for our people and the community

We act safely

We put safety first, we care about each other and our environment

We work as a team

We will work together and help each other, and consider the impact of our action on others

What you can expect from us

In person

We will be professional, welcoming and attend to you as quickly as possible.

We will be easily identifiable and wear a name badge so you know who you are speaking to.

We will be considerate of your privacy and confidentiality.

Telephone

We will answer your call courteously, professionally and identify ourselves by name.

We will inform an appropriate officer when we are transferring your call so you don't have to explain your query multiple times.

We will endeavour to answer the telephone within three rings.

We will inform you of any delays and offer to call you back.

If you request a call back we will contact you within one business day.

Outside business hours, we will provide a limited phone service for emergency situations. Urgent calls will be referred to a Council duty officer.

Non-urgent calls will be referred to the relevant Council department the next business day.

Online

We will keep our website and social media channels up to date, and provide helpful and relevant information through all online channels

We will respond to questions asked on our social media channels within four days during business hours.

We will respond to urgent matters where possible after hours.

In writing

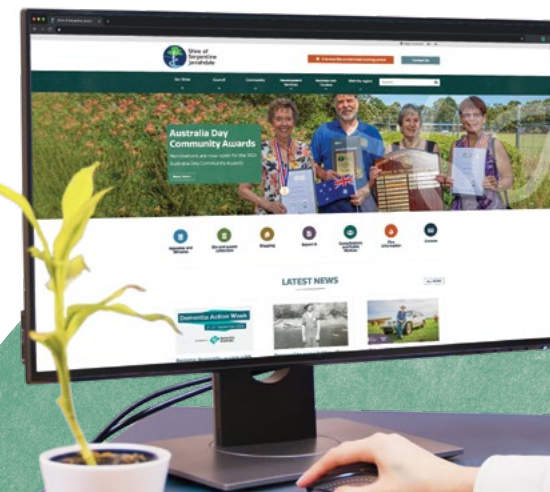
We will respond in a clear, concise manner using plain english.

We will respond to correspondence within seven working days and keep you informed of the progress of your enquiry if any delays occur.

We will confirm receipt of emails sent to the Shire's mailbox immediately and within 24 hours we will advise you of the officer or department responsible for your query.

We will use the most suitable method of contact for a response, to ensure prompt service.

When responding to customers, we will explain and give reasons in those circumstances where we cannot support or meet a request made of us.



Having your say

Service Requests

We will assess and respond to routine service requests, provide a response indicating the Shire's position and any planned works within 10 working days of receipt. Examples of a service request is provided below:

- a barking dog
- a pot hole
- verge tree pruning
- illegal parking

Feedback

We value all types of feedback including compliments, concerns and suggestions for improvement. Please provide us with your views by completing the Customer Service Feedback Form which is available from the Administration Office, Mundijong Public Library, or can be downloaded from our website.

Complaints

A complaint is an expression of dissatisfaction, however made, about the standards of service provided, or an action or inaction by the Shire or its employees, contractors or elected members and non-compliance with a Shire policy or procedure.

Complaints can be made in writing via a letter, email or online form available on the website or via telephone.

Respect

Where a customer is abusive or uses bad language the communication may be terminated by the officer. If an officer feels threatened by the language or behaviour of the customer, the Police may be notified.

Access and Inclusion

The Shire is committed to providing equitable access to information, services and facilities for all members of the community. People with specific needs can contact us on (08)9526 1111 or email info@sjshire.wa.gov.au

Translation and Interpreting services are also available for a variety of services and activities conducted at the Shire.

For more information visit the Disability Access and Inclusion page at www.sjshire.wa.gov.au/disability-access-and-inclusion-plan/

This charter is available in alternative formats upon request.

Freedom of Information

The Western Australian Freedom of Information Act 1992 gives you the right to apply for access to documents held by state public sector agencies which includes government departments, local authorities, statutory authorities and Ministers. This is commonly known as an FOI.

FOI application forms are available from the Shire Administration Centre. It is not mandatory to use the application forms provided, however, an application must be in writing.

Further information can be obtained from the Shire's Freedom of Information Coordinator.

You can lodge your application by addressing it to:

Shire of Serpentine Jarrahdale's Freedom of Information Coordinator
6 Paterson Street
Mundijong WA 6123

Useful contacts

After Hours	9526 1111
Media enquiries	9526 1353
Rangers	9526 1136
Traffic Signs	131 138 mainroads.wa.gov.au
Police, Fire or Ambulance	000
Wildcare Helpline	9474 9055





Shire of
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Jarrahdale

Visit us

🏠 6 Paterson Street
Mundijong WA 6123

Contact us

📞 9526 1111
@ info@sjshire.wa.gov.au

Connect with us

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