



Shire of Dandaragan CUSTOMER SERVICE CHARTER

INTRODUCTION

The very nature of local government necessitates a broad definition of customer. Council has both explicit and implicit customers which include:

- users of services and infrastructure;
- people affected or potentially affected by physical works and / or changes to service;
- future inhabitants and generations;
- internal service divisions; and
- Councillors and staff.

OBJECTIVE

To establish the principles upon which Council will drive its Customer Service Customer.

Customer Service Charter is as follows:

The Shire of Dandaragan's commitment to you:

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

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

OUR CUSTOMERS

- ✓ Residents, electors, members of the business community and community groups.
- ✓ Future generations, residents and electors who will be affected by today's planning decisions.
- ✓ Government Departments and non-Government agencies.
- ✓ Shire of Dandaragan staff and management.
- ✓ Visitors to the Shire.
- ✓ Contractors and suppliers.

SERVICE STANDARDS YOU CAN EXPECT

Regardless of your method of enquiry, in person, by telephone, email or letter:

Face to Face - Customer Service

- ✓ You will be greeted in a friendly, polite manner.
- ✓ Staff will wear a name badge and uniform where issued.
- ✓ Staff will endeavour to resolve an issue on the spot or will handover to an appropriate member of staff (if available) to respond.

On the Telephone

- ✓ All calls will be answered.
- ✓ All calls will be directed to the staff member responsible. If the appropriate member of staff is not available the customers call will be returned within 24 hours unless an alternative timeframe is agreed.
- ✓ Once contact is established the staff member will provide contact details for future communication.



Shire of Dandaragan

CUSTOMER SERVICE CHARTER

In Writing

- ✓ All correspondence on receipt will receive a response within 10 working days.
- ✓ Responses will contain accurate information and will be written in a clear, concise and easily understood language.
- ✓ If a full response is unable to be provided within 10 working days correspondence will be sent outlining a timeframe for the preparation of a detailed response.

For Planning Applications

- ✓ We will process standard development applications within 60 working days or 90 working days if the application is required to be advertised or as agreed with the applicant where all information required for us to properly assess your application is available.
- ✓ We will acknowledge complex planning applications within 10 working days and keep you informed at each stage of the application process.

For Building Permit and Demolition Permit Applications

- ✓ Complete building and demolition permit applications may be lodged as Certified Applications or Un-certified Applications.
- ✓ Applications that are certified by a private certifier are to be provided with a building permit within 10 business days starting from the first business day after the day of lodgement.
- ✓ Un-certified Applications given a certificate of design compliance by the permit authority (local government) are to be provided with a building permit within 25 business days starting from the first business day after the day of lodgement.
- ✓ The prescribed times may be extended in the interest of customer service if the applicant has agreed to some other timeframe to allow them the opportunity to provide further information in support of the application which has prevented the permit authority from granting the building or demolition permit as provided for in the *Building Act 2011* and the *Building Regulations 2012*.

Overall

- ✓ All interaction will be undertaken in a professional, fair and unbiased manner.
- ✓ Privacy and confidentiality will be respected.
- ✓ Dissatisfied customers will be advised of Council's complaint handling procedures.

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.
- ✓ Making information available in alternative formats for people with specific requirements.
- ✓ By making the development of positive customer service attitudes part of the performance review programme for all staff.
- ✓ By formally acknowledging staff who provide excellent customer service.
- ✓ By conducting regular market research to ensure we are meeting the needs of our customers, such as via a customer feedback survey available at all our Shire offices.



Shire of Dandaragan CUSTOMER SERVICE CHARTER

Helping us to help you

You can help us to meet these commitments by:

- ✓ Having a note pad and pen by the phone when you call the Shire.
- ✓ Providing accurate and complete details when phoning us with any queries or requests.
- ✓ Phoning to make an appointment if you have a complex enquiry, need to see a specific officer or need to discuss your enquiry with officers of more than one service area.
- ✓ If phoning as a result of correspondence from the Shire, phoning directly to the officer nominated on the correspondence and quoting the reference number on the letter.
- ✓ Providing all information required for assessing planning and building applications.

Feedback

The Shire of Dandaragan values the feedback that our customers provide and welcome suggestions, compliments and complaints. We would like to hear from you by:

Phoning our Customer Services Officer on (08) 9652 0800 and giving details.

Writing to the Chief Executive Officer, Shire of Dandaragan, PO Box 676, JURIEN BAY WA 6516

Emailing to: council@dandaragan.wa.gov.au

Or by completing our feedback form either via the website or mailing or dropping a hard copy back to our office in Bashford Street, Jurien Bay.

Shire of Dandaragan
69 Bashford Street (PO Box 676)
Jurien Bay WA 6516
Phone: 08 9652 0800 | Fax: 08 9652 1310
email: council@dandaragan.wa.gov.au
website: www.dandaragan.wa.gov.au

Office hours: 9am - 4pm Mon to Fri