



Shire of
Collie

Customer Service Charter
2020

Customer Service Charter

The Shire of Collie's Customer Service Charter document outlines the standard expected from Shire employees in providing services to the members of our community.

The Shire of Collie aims to deliver friendly, informed and timely service with the ongoing commitment to improving the quality and experience of customer service provided.

Aligning with the Shire of Collie's Corporate Business Plan 2017/18 – 2021/22:

Council's Vision

Collie – a connected, committed and creative community.

Values

The core values at the heart of the Council's commitment to the community are:

- Acting with integrity, transparency and accountability
- Leading the delivery of the community's vision
- Enabling community-led endeavours to make the Shire of Collie a better place
- Respectful progress

Customer Service Standards

Our staff are committed to providing the highest possible standard service through access to up to date information and providing a timely response to customers.

Our Standard

Our staff will:

- identify themselves when dealing with the public.
- Ask you for your name and contact details so that you can be contacted if required.
- listen carefully, be courteous and friendly.
- provide accurate information.
- follow up on commitments made to customers.

Our Information will be:

- easy to access.
- relevant and practical.
- up to date, accurate and consistent.

Our Commitment

We will endeavour to:

- answer telephone calls promptly and respond to messages in a timely manner.
- respond to verbal queries within three working days.
- respond to written queries within ten working days.
- respond to complaints within ten working days.
- update you on the progress of your query or complaint if a delay is likely.
- acknowledge and rectify when an error has occurred.

Making a Compliment, Complaint or Suggestion

The Shire of Collie encourages customers:

- to compliment us on services provided.
- offer suggestions on existing services.
- provide feedback to improve our service.

This can be done by contacting us on 9734 9000 or emailing colshire@collie.wa.gov.au .

Please note that social media comments or complaints will not be responded to by staff.

Contact Details

Address:

Shire of Collie
87 Throssell Street
Collie WA 6225

Postal Address:

Shire of Collie
Locked Bag 6225
Collie WA 6225

Telephone:

9734 9000

Email Address:

colshire@collie.wa.gov.au

Website:

www.collie.wa.gov.au

In Person:

The Shire of Collie's office is open Monday to Friday from 8.00am - 4.30pm (except for Public Holidays).

The Shire of Collie looks forward to a continued relationship with our community to provide a high standard of service which meets the needs and expectations for all.

Our Customer Service Charter is subject to review and will be updated as required to meet the needs of our Community.

David Blurton
Chief Executive Officer

August 2020