



CITY OF VINCENT

CUSTOMER SERVICE CHARTER

OUR COMMITMENT TO YOU



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The City's Customer Service Charter reflects our commitment to providing quality service and outlines what you can expect from us. We strive to provide a friendly, professional and efficient service which meets the needs of our customers. This charter is designed to ensure that minimum standards are upheld.

Our charter will be regularly reviewed and modified to reflect the changing needs of our customers (individuals, organisations and businesses; residents and ratepayers; community, sporting and recreation clubs and associations; visitors to Vincent; City employees and Council Members; government departments and non-government agencies and organisations; suppliers and other stakeholders).

OUR MISSION

“ENHANCING AND CELEBRATING OUR DIVERSE COMMUNITY.”

Our mission is to provide services and representation that meets the needs of our customers.

Our Customer Service Charter states our recognition of the diversity that exists within our community and the commitment to our service standards.

Our aim is to be acknowledged as an organisation which shows leadership and commitment to high quality customer service.

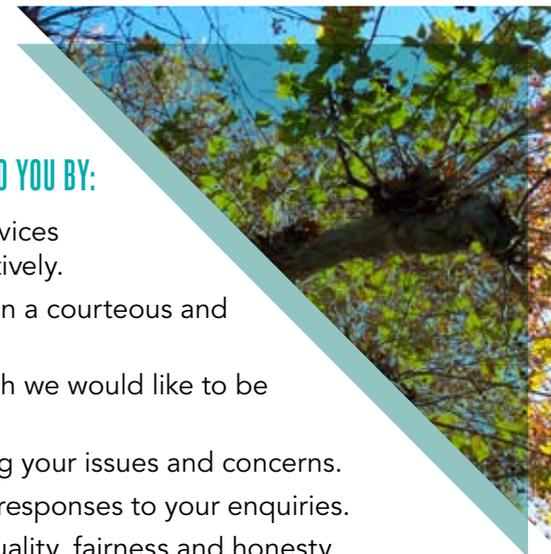
OUR GUIDING VALUES

- » Excellence & Service
- » Honesty & Integrity
- » Caring & Empathy
- » Innovation & Diversity
- » Teamwork & Commitment

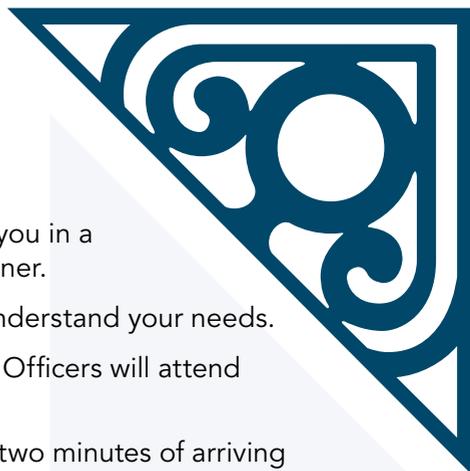
CUSTOMER FOCUS

WE WILL ACHIEVE OUR COMMITMENT TO YOU BY:

- » Delivering information and services promptly, efficiently and effectively.
- » Responding to your enquiries in a courteous and professional manner.
- » Treating you in the way in which we would like to be treated ourselves.
- » Listening to you and respecting your issues and concerns.
- » Providing accurate and timely responses to your enquiries.
- » Treating all customers with equality, fairness and honesty.
- » Progressively reviewing and improving forms, systems and procedures from a customer's perspective and incorporating customer service improvements into all business plans.
- » Making a positive attitude towards customer service an inherent part of the recruitment process, as well as regular customer service training, annual performance reviews and monthly reward programs for excellence in customer service.
- » Conducting market research to ensure we are meeting the needs of our customers.
- » Progressively improving access to our services for people with disabilities and people from culturally and linguistically diverse backgrounds, and making information available in alternative formats for people with specific requirements.
- » Improving access to information by using a variety of communication channels including newsletters, brochures, advertisements, media releases, community engagement, websites and social media.
- » Ensuring all complaints are dealt with in accordance with the City's comprehensive Complaints Management Procedures.



SERVICE STANDARDS



IN PERSON

- » We will promptly greet you and treat you in a professional, polite and attentive manner.
- » We will listen attentively in order to understand your needs.
- » One of our friendly Customer Service Officers will attend to your initial enquiry.
- » Customers will be attended to within two minutes of arriving in our Customer Service Centre.
- » A customer with an appointment will be met within five minutes of the appointed time or provided with an update should there be an unexpected delay.
- » When enquiries of a technical or specialist nature are made at the Customer Service Centre, we will ensure that the appropriate officer is called, if available, or that contact is made within 24 hours to arrange an appointment. Contact is to be made within 24 hours and if the matter cannot be resolved on the phone, that a meeting be arranged to discuss the matter.
- » If the officer you have requested to see is not available, we will ensure that an appropriate officer promptly attends to your enquiry. Alternatively we will arrange for the officer to contact you to arrange an appointment. The responsible officer is to contact the applicant within 24 hours, and if the matter cannot be resolved on the phone that a meeting be arranged to discuss the issue.
- » Ensure all employees who have face-to-face contact with customers wear a name badge for ease of communication.
- » Where possible, we will endeavour to ensure that an employee is available in each service area at all times during working hours.
- » Always be appropriately dressed.
- » Always try to resolve your request at the first contact.

SERVICE STANDARDS

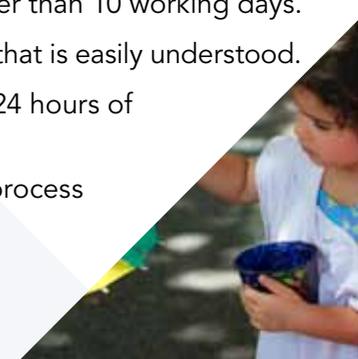


ON THE TELEPHONE

- » We will promptly answer all telephone calls during working hours.
- » We will introduce ourselves by first name and provide a direct contact number for future communications when necessary. We will greet you with "Welcome to the City of Vincent – this is [first name]". In addition, when a call is transferred, the City's employee will also announce their Section.
- » We will reply to telephone enquiries ideally at first contact or on the same day or by close of business the next working day (as appropriate).
- » We will take personal responsibility for your enquiry to reduce the transfer of calls and inform you of any delays if you are "on hold".
- » When we need to transfer your call we will endeavour to put you in contact with the most appropriate person.
- » We will provide a 24-hour after hours telephone service for emergency calls.

IN WRITING

- » This includes letters, faxes, emails and website submissions
- » We will acknowledge all emails sent to our General Enquiries email address within 24 hours (excluding weekends and public holidays).
- » We will acknowledge your email within two working days and, any written request within five working days of receipt.
- » Whenever possible, we will provide a completion date when requests require in-depth research which will take longer than 10 working days.
- » We will write to you in clear, concise language that is easily understood.
- » We will send out standard information within 24 hours of the request being received.
- » Correspondence associated with a statutory process will be resolved in accordance with legislative requirements and timeframes.



SERVICE STANDARDS

PRESENTATION

- » When meeting people face-to-face staff are to be suitably dressed to present a professional image. Office staff should wear neat and clean clothing appropriate for an office environment.
- » All staff representing the City in a face-to-face capacity will wear a name badge.
- » Food or drink will not be consumed within sight of the public.
- » Smoking is not permitted inside the City of Vincent buildings.
- » City of Vincent facilities will be safe and clean. Everything in public view will be tidy, clean and professionally presented. All signs should be typed for ease of reading, professionalism and to convey a polite and positive message.

IN GENERAL

- » We will provide Customer Service (including answering telephones) from 8am to 5pm Monday to Friday (excluding public holidays).
- » An after hours emergencies contact number will be provided.
- » We will treat all customers with equality and attend to enquiries promptly.
- » We will take ownership of your enquiry, follow-up and keep you informed.
- » We will advise you of the progress of your request at least every 15 working days, until the matter is resolved.
- » Where information cannot be provided in the first instance, we will ensure you are contacted by the officer who can best assist you with your request.
- » We will ensure that our website contains quality and easily accessible information.



HOW YOU CAN HELP US MEET OUR COMMITMENT

- » Treat our employees with the same courtesy and respect given to you.
- » Have a notepad and pen on hand when you call.
- » Provide us with complete and accurate details. Be clear and concise with your requests and be prepared with relevant information.
- » Contact us to make an appointment if you have a complex enquiry or need to see a specific officer.
- » Contact the officer mentioned in any correspondence sent to you and quote the reference number.
- » Provide us with a day-time telephone number or email address.
- » Work with us to try to resolve problems.
- » Give us feedback to help us better understand your needs.
- » Acknowledge that the City may not have the authority to deal with your request/complaint and may need to refer it to another agency/organisation.

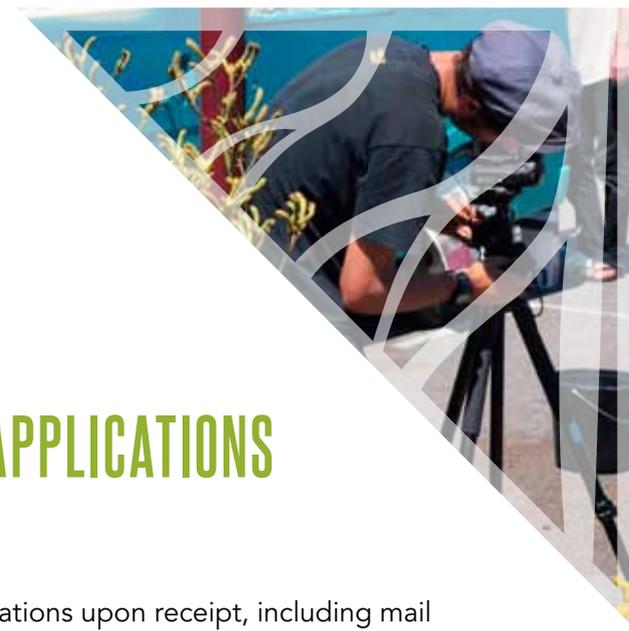


SERVICE REQUESTS

A Service Request is defined as a person's demand for a service or action to be undertaken by the Town.

WE WILL:

- » Make safe urgent road and footpath defects within 4 hours and finalise the repairs within 24 hours of notification. Required works will be prioritised and wherever possible routine minor footpath and road repairs will be carried out within 5 working days.
- » Process crossover applications and provide written quotations within 10 working days.
- » Where requested by the applicable, arrange for the construction of crossovers to be undertaken within 14 working days of payment being received (weather permitting), providing the applicant has met all construction conditions.
- » Process requests for works bonds refunds within 14 working days, provided all works have been undertaken and/or damage caused being rectified to the satisfaction of the City.
- » Collect refuse from 7am on designated collection days and recycling from 7am on designated days on a fortnightly basis (non-compliant bins/crates will not be collected.)
- » Deliver, replace and maintain mobile garbage bins and crates within two working days from date of request.
- » Inspect street trees within 2 working days of any request for pruning. Undertake urgent works within 4 hours and non-urgent works within 10 working days of the request to the City.
- » Aim to remove obscene or offensive graffiti from Council-owned property within 4 hours and remove all other graffiti within 2 working days of it being reported to the City. The City also removes graffiti from private property upon request and with the approval of the property owner.
- » Action routine Service Requests or complaints within 2 working days of them being received.
- » Give you at least 24 hours warning notice if we need to carry out repair works in your street which affect your property (other than emergencies).



DEVELOPMENT APPLICATIONS

WE WILL:

- » Register planning applications upon receipt, including mail applications (in the event they contain all the required information).
- » Advise applicants by letter or email, within 2 working days of registration, the name of the Employee who will be responsible for the application.
- » Process certified building applications within 10 working days.
- » Process uncertified building applications within 25 working days.
- » Process planning applications for developments of a minor nature or impact within 20 calendar days (where all information has been provided).
- » Process other planning applications within 6 to 8 weeks (where all information has been provided).
- » Advise applicants at least 3 working days prior to their application being considered at a Council meeting.
- » Advise persons who made a written submission about a development at least 3 working days prior to the application being considered at a Council meeting.
- » Advise applicants at least 5 working days prior to their application being considered at a Development Assessment Panel Meeting (DAP).
- » Advise persons who made a written submission at least 5 working days prior to their application being considered at a Development Assessment Panel Meeting (DAP).

ACCESS & INCLUSION

The City is committed to providing equitable access to information, services and facilities for all members of the community.

We recognise that people with disabilities or those with culturally and/or linguistically diverse backgrounds may require assistance in accessing information and services. People with specific needs can also contact the Community Development Officer on 9273 6016, National Relay Service 133 677 or mail@vincent.wa.gov.au

For more information visit the Access & Inclusion pages at www.vincent.wa.gov.au



FREEDOM OF INFORMATION

The Freedom of Information (FOI) Officer is required to deal with FOI requests in accordance with the Principles of Administration set out in Section 4 of the Freedom of Information Act 1992. The FOI Officer will assist customers to obtain access to documents and allow access to documents to be obtained promptly and at the lowest reasonable cost. Information on FOI requests can be found at www.vincent.wa.gov.au or by contacting the City's FOI Officer on 9273 6000 or mail@vincent.wa.gov.au



GOOD GOVERNANCE & YOUR RIGHTS

THE CITY ACKNOWLEDGES ITS RESPONSIBILITY TO PROVIDE GOOD GOVERNANCE AND HAS DEVELOPED A NUMBER OF POLICIES AND PROCEDURES TO DELIVER BEST PRACTICE.

Council Members and employees are bound by applicable legislation and also to the requirements specified in the City's Code of Conduct. Details can be found at www.vincent.wa.gov.au

The City respects your privacy and we will not collect any personal information without legitimate reason or disclose personal information about you without your consent, unless we are required to do so by law.

YOUR FEEDBACK IS IMPORTANT

We believe our customers deserve a high quality service, delivering prompt and useful information. We welcome and value your constructive feedback. Feedback can take various forms – compliments, suggestions, requests for information, requests for service, community engagement participation, submissions to Council and complaints – and we encourage you to provide us with your feedback so that we can improve our service.

The City encourages you to express your views on the customer service you have experienced. By telling us what services have been beneficial and how others could be improved, we can ensure our standard of customer service will meet your expectations.

Please provide us with your views by filling out the Customer Service Feedback Form which is available from the Administration & Civic Centre, the Library & Local History Centre and Beatty Park Leisure Centre or can be downloaded from www.vincent.wa.gov.au. Alternatively you can contact us:

IN PERSON

Administration & Civic Centre
244 Vincent Street (cnr Loftus Street)
Leederville WA 6007

BY MAIL

PO Box 82, Leederville 6902

BY PHONE

9273 6000
National Relay Service 133 677

BY FAX

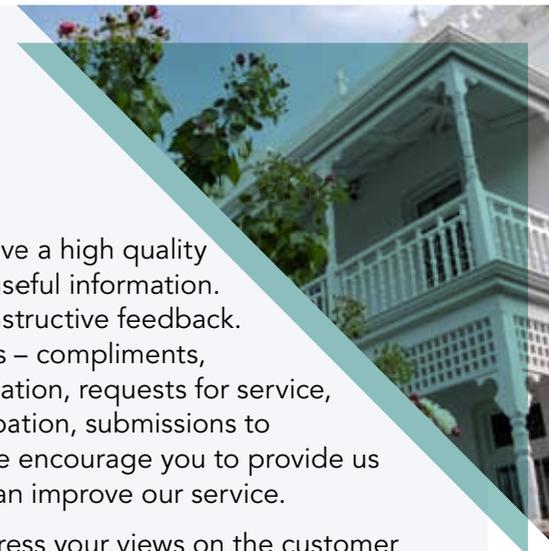
9273 6099

BY EMAIL

mail@vincent.wa.gov.au

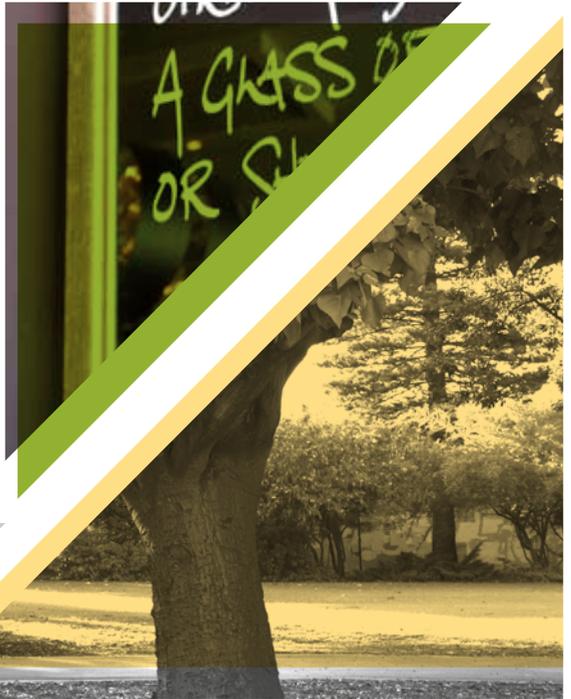
VIA OUR WEBSITE

www.vincent.wa.gov.au



CUSTOMER SERVICE COMPLAINTS MANAGEMENT PROCEDURES

The City recognises that you may be dissatisfied with a service that we have provided. Our aim is to resolve complaints in a fair, equitable, transparent and efficient manner and we have a comprehensive Customer Service Complaints Management Procedure for dealing with service requests or complaints. Details can be found at www.vincent.wa.gov.au



CITY OF VINCENT

Administration & Civic Centre
244 Vincent St (cnr Loftus St)
Leederville, WA, 6007

T: 08 9273 6000

F: 08 9273 6099

TTY: 08 9273 6078

E: mail@vincent.wa.gov.au

WWW.VINCENT.WA.GOV.AU

Re-adopted by Council on 22 May 2012