



CITY OF VINCENT

CUSTOMER FEEDBACK FORM

WE WELCOME YOUR FEEDBACK



FEEDBACK FORM

As part of our commitment to providing high quality services, we encourage feedback from our valued customers. If you have a suggestion for a new service or comments on how we can improve an existing service we would like to hear from you.

We would also like to give you the opportunity to let us know about any outstanding customer service that you have experienced from one of our dedicated staff members as we believe that recognition and celebration of superior customer service benefits the community as a whole and reflects positively on our City and we would like to ensure that those who help promote the City are acknowledged and rewarded.

Please provide your comments and suggestions below:

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CONTACT DETAILS:



Name:

Address:

..... Post code:

Phone Home: Mobile:

Email:



WE AIM TO PLEASE

The City of Vincent seeks feedback on all our activities and we hope that you will encourage us where you believe we have performed well.

CONFIDENTIALITY

Please be assured that all information provided by you is treated with the utmost confidentiality.

CUSTOMER SATISFACTION

The City of Vincent welcomes your comments so that we can address any problems and improve our service.

The City of Vincent has firmly established its focus on endeavouring to provide a high standard of customer service.

Our philosophy is clearly defined in our Customer Service Charter and our Customer Service Charter is supported by our Customer Service Complaints Management Procedures.

WHO CAN I CONTACT IF I NEED ASSISTANCE?

If you need assistance or need this form in an alternative format, for example larger print, or you require an interpreter, this can be arranged by the Coordinator Customer Service at the Administration and Civic Centre.



YOUR VIEWS ARE IMPORTANT

We believe our customers deserve a high quality service, delivering prompt and useful information. We welcome and value your constructive feedback.

The City encourages you to express your views on the services provided. 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.



IF WE CAN HELP PLEASE CONTACT US:

IN PERSON

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

BY MAIL

PO Box 82, Leederville 6902

BY PHONE

9273 6000

BY FAX

9273 6099

BY TTY

9273 6078

BY EMAIL

mail@vincent.wa.gov.au



If we are not meeting your customer service expectations, you are entitled to have the matter reviewed as part of the Council's Customer Service Complaints Management Procedures. Please complete a Customer Service Complaint Form, available from the Administration and Civic Centre, Vincent Library and Beatty Park Leisure Centre, or download a form from the City's website www.vincent.wa.gov.au.

The Council has comprehensive Customer Service Complaints Management Procedures for dealing with Service Requests and any complaints.

PEOPLE WITH SPECIFIC REQUIREMENTS

can ask to have this brochure provided in Braille, a language other than English, large print, on computer disk or audiotape