



Customer Service Charter

OUR VISION

Mingenew Shire is a safe, inclusive and connected community with a thriving local economy that provides opportunity for all to succeed.

WHAT WE ARE TRYING TO ACHIEVE

People

Council will work with our community and region to shape opportunities for Mingenew to grow and prosper. Council will provide key services that retain and improve the quality of life in Mingenew. Together we will be a place where people are welcomed, can live a healthy life and where people can reach their potential.

Place

Council will work to deliver infrastructure, facilities, and community services that assist the community to have a great life. Mingenew will be a positive place to live and will be cohesive and connected. It will engage and attract new people to come share our special place. A healthy natural resource base underpins the health of our community.

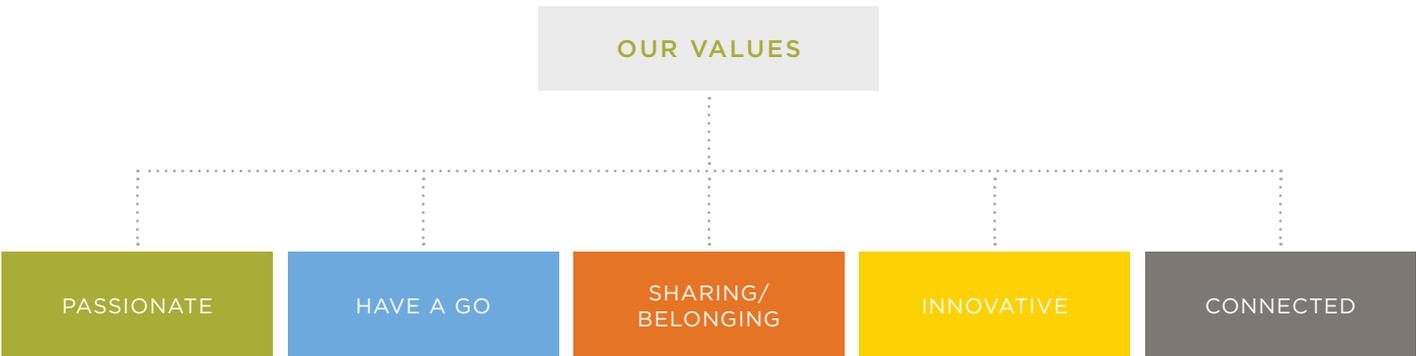
Partnerships

The leadership, energy, capability and resources of the Mingenew community and region is a great asset, and we must leverage it wherever possible. Together we will plan and deliver projects and initiatives that deliver on growth goals.

Prosperity

Council will work with local businesses (town and rural) to create an enabling environment for businesses to thrive. In turn, those businesses will generate employment, attract families to Mingenew and create enterprises in which people can reach their potential.

OUR VALUES



CONTACT US

ADDRESS 21 Victoria St, Mingenew, WA 6522
POST PO Box 120, Mingenew, WA 6522
PHONE (08) 9928 1102
EMAIL enquiries@mingenew.wa.gov.au
WEBSITE www.mingenew.wa.gov.au
FACEBOOK facebook.com/ShireofMingenew

CUSTOMER FEEDBACK

The Shire of Mingenew welcomes your feedback. Access the customer feedback form via the Shire website:
www.mingenew.wa.gov.au/contact-us/

Customer service commitment

The Shire of Mingenew is committed to delivering excellence in customer service that reflects the Shire's Values and upholds the principles of good governance.

CONTACT AND SERVICE STANDARDS

1. Answering the telephone

We aim to answer calls promptly (within 3 rings if reception is manned or within 6 rings if not) and satisfy your request immediately. Where this is not possible, your call may be referred to the relevant officer. If that person is unavailable, you will be given the opportunity to leave a message or have that person call you. All first point-of-contact staff answering the phone will provide a welcoming greeting and include their name and state the Shire's name. E.g. "Thanks for calling the Shire of Mingenew, you're speaking with _____." If the service you are seeking is not provided by the Shire, we will endeavour to direct you to the correct service provider.

2. In person

We will ensure that we are available to greet customers at reception during business hours and, if possible, that staff are available to answer enquiries in departmental areas. We can ensure relevant staff will be available if you assist us by making an appointment in advance. Where the front counter is unattended, a bell or other means will be available to help attract staff attention.

3. Written contact

We will respond to your written correspondence within ten (10) business days. If your request is more complex and requires greater attention, we will contact you and explain the reason for any delay and, where possible, tell you when a response can be expected. If prolonged investigations are needed, we will keep you informed on the progress. All reply correspondence will have a name and contact phone number for your reference.

4. Visits by Shire staff

Any Shire staff visiting your home, business or property, will be identifiable. If you have any doubt about the authority of a particular officer, you should contact the Shire Offices for confirmation. If you require a member of staff to visit your home, business or property, please contact the Shire Offices to arrange a time and place.

5. Shire website

The Shire of Mingenew's website is maintained to ensure that online content responds to most queries, and we suggest this as an initial source of information regarding our services. The website includes a great range of publications and links – catering for residents, visitors and anyone interested to learn more about our great community!

6. Responding via social media

The Shire's Facebook page is monitored regularly, and you can generally expect a response within one (1) business day. Please note that the Shire does not monitor any other Facebook pages such as community noticeboards, therefore please ensure that any matters are raised directly with us.

7. Responding via email

We will get back to you within ten (10) business days. Where we are out of the office for more than 1 week there will be an autoreply in place.

8. Contact with Elected Members

Liaison with your Elected Members is encouraged, and their contact details are available on the Shire's website. However, should you wish to have an operational matter dealt with, the fastest way is to report this is through the Administration. Please see the Contact Us section for details.

9. Alternative formats and special considerations

The Shire is able to provide information and access to services in alternative formats upon request. Please speak with staff should you, or someone you care for, have a disability or cultural need.

10. After hours contact

The Shire offers an after hours service whereby all calls made outside of office hours are referred to a call centre. Details are recorded and action is taken based on urgency. The appropriate Shire officer is contacted, or a message is issued to the appropriate officer the next business day. Please provide details as prompted and ensure you have accurate and important information relating to the matter at the ready.

Please respect our staff's right to enjoy time away from work and refer any matters through the means provided above.

COMPLAINTS, COMPLIMENTS, SUGGESTIONS AND REQUESTS

A complaint is different to a suggestion, a request for service or a request for information. For convenience, the following definitions are provided:

- **Complaint** – a statement of dissatisfaction by a customer regarding the unsatisfactory delivery of a product or service offered by the Shire or the unsatisfactory conduct of Shire staff.
Example: After advising your neighbour of the disturbance to no effect, you wish to formally complain about a consistently barking dog or you believe that in an interaction with Shire staff you have been discriminated against.
- **Compliment** – positive feedback about a product or service or Shire staff member.
Example: You would like to recognise and thank the Shire for an event that was successful and provided positive benefits to you, your family or a community group you represent.
- **Suggestion** – suggested service/product improvement or an innovation or idea.
Example: You have noticed some information on our website is not up to date or you become aware of an initiative for generating renewable energy that could be adapted and used in our community.
- **Request for information** – an enquiry or request for information about our services, facilities, policies or procedures.
Example: You would like to know the requirements for building a shed on your property.
- **Request for service** – request for action to be taken in relation to a service or product.
Example: You have recently driven on one of our roads that is quite corrugated and would like us to inspect its condition and repair/grade if required.

How complaints will be handled

1. When we receive your complaint it will be recorded and you will receive acknowledgement from us that your complaint has been received.
2. Your complaint will be directed to the most appropriate person within the Shire of Mingenew who will be responsible for keeping you up to date on the progress of your complaint. Throughout the process, we may need to contact you to discuss your concerns or to ask for more information.
3. Providing us with current contact details (such as a telephone number or email address) will ensure we provide a response as soon as possible.
4. After investigating we will respond and aim to resolve your complaint – giving reasons for our view.
5. We will do our best to resolve your complaint within ten (10) working days, but if we require more time, we will keep you informed of our progress.

Please note that the Shire is unable to accept anonymous formal complaints as this does not provide an acceptable level of accountability and procedural fairness.

The Shire values your privacy and, unless required to do so by law, will keep your personal information confidential and not disclose without your consent. Complaints regarding the conduct of staff should be referred to the CEO or Governance Officer to ensure sensitivity and confidentiality is maintained and procedural justice can be protected. Complaints regarding the conduct of Elected Members must be reported to the designated 'Complaints Officer' in accordance with s5.105 of the Local Government Act 1995, which is the Chief Executive Officer. A Complaints Register is maintained and published on the Shire's website.

How your information or work request will be handled

1. When we receive your request, if it cannot be responded to on the spot, we will record and acknowledge the request.
2. Your request will be directed to the most appropriate person within the Shire of Mingenew who will be responsible for keeping you up to date on the progress of your request.
3. We will do our best to meet your request, or, if not appropriate to do so, we will advise of any delays or issues.
4. All requests requiring urgent action will be prioritised for action within one (1) business day (or sooner, as deemed appropriate) where the health and safety of members of the public, staff or property is at risk.
5. Where possible, we will contact you within ten (10) business days to advise that:
 - the request has been met;
 - is scheduled for action (timeframe to be set and met);
 - will be considered for action beyond the current financial year;
 - the request has been referred to another agency;
 - further information is required before a decision is made; or
 - the request will not be met (reasons to be provided).

OUR COMMITMENT TO YOU

The Shire of Mingenew is committed to delivering excellence in customer service that reflects the Shire's Values and upholds the principles of good governance.

When you contact us you can expect to be treated courteously, professionally, honestly and fairly.

We are committed to:

- Responding to your enquiries promptly
- Dealing with complaints fairly, promptly and with respect
- Keeping you informed and engaging with you on topics of interest
- Providing an open and accessible Shire.

Help us to help you

There are some things you can do that will assist us in better handling your enquiry or request:

- Check our website for the information or resources you may need;
- Supply us with complete and relevant information;
- Provide information within the agreed timeframes;
- Treat our staff courteously and with respect;
- Respect the rights of other customers;
- Make an appointment to see us so we can arrange the best possible time;
- Advise us of any special needs you may have so that we can accommodate for diversity and disability;
- Provide us with feedback on our operation and services;
- Give us an opportunity to respond to issues you may have;
- Understand that sometimes, because of our legislative and statutory responsibilities, the Shire may be unable to comply with your request or certain matters might take longer to resolve than expected;
- Understand that the Shire of Mingenew's staff reserve the right to not deal with you should your behaviour and/or actions be unacceptable.

