Message from the Chief Executive Officer

Welcome to the Shire of Gingin’s Customer Service Charter

This charter has been developed to provide officers and our customers with clear expectations of the Shire’s service standards and to assist us in achieving consistent and positive results for our community. It also demonstrates our commitment to be a dynamic and effective customer-focused organisation.

This charter is also a step towards fulfilling our Strategic Community Plan’s aspiration for progressive and transparent leadership which is contemporary and involves the community and key stakeholders in responsible governance. Our customer’s satisfaction in what we do is very important and this charter outlines the ways community members and customers can voice feedback. We utilise this feedback to help us continually improve.

We will continue to strive to provide the best customer service that we can by ensuring that this charter is implemented to the best of our ability.

Aaron Cook
Chief Executive Officer

Mission Statement

The Shire of Gingin is committed to our organisational values which aim to support, preserve and enhance our community and its unique lifestyle in order to make it a place our residents, local businesses and visitors can take pride in.

Community Vision

“We are a welcoming and progressive community that celebrates its diversity and unique rural and coastal environment.”
Organisational/Business Values

We are striving to become better at what we do and we are continually looking at ways to improve ourselves.

We successfully deliver services to our community with a strong focus on our customers.

We appreciate the merits of and continually foster a well-trained and cooperative staff culture.

We believe that community collaboration and transparent governance practices are key aspects of good leadership.

The Right People in the Right Jobs with the Right Attitude

We are an organisation that ensures all interactions with our customers are courteous, respectful, solution-focused and friendly.

We will wear our name badges and ensure our personal presentation is reflective of our professional corporate image.

All staff have the opportunity for professional development to ensure they are able to carry out their respective roles to the highest possible standard.

We are a strong dynamic team who value, respect and care for each other.

We are an organisation that values the feedback of our customers – both positive and negative – and uses it to further enhance our performance.
Customer Feedback

It is our intention to improve everything we do and your feedback is very important to us. You can liaise with us in the following ways:

In Person – we will ensure you are greeted immediately upon arrival by one of our Customer Service Officers and we will endeavour to have your matter attended to by an appropriate Shire officer within five minutes.

Telephone – every effort will be made to transfer your call to the relevant Shire officer or someone who can help immediately or you will be able to leave a message with a Shire officer on voicemail which will be responded to by the end of the next working day.

Email – we will respond to all our customer service related enquiries within one (1) working day and all other departmental enquiries within two (2) working days.

Post – we will acknowledge the receipt of all written enquiries within ten (10) working days.

Feedback Form – a feedback form is available within this document (refer left) or alternatively online via the Shire’s website www.gingin.wa.gov.au or in a printed version from the Shire offices in Gingin and Lancelin.

Compliments

Have we done something well? Why not let us know?

Positive feedback not only tells us that we are getting things right but we pass your comments directly to the Shire staff involved – these ‘pats on the back’ are a powerful way to boost morale and inspire our team to continue doing their best.
Feedback Form

Your feedback is important...

Whether we’ve done something well or you feel something needs to be improved then we want to hear from you. If you have a query, a suggestion or request then please let us know via this printed feedback form. Alternatively you can go to the ‘Contact Us’ area on our website to submit your comments online.

Name: ........................................................................................................................................................................................................

Postal Address: ...................................................................................................................................................................................................

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Postcode: ..................................................................................................................................................................................................

Daytime contact number: ........................................................................................................................................................................

Email address: ................................................................................................................................................................................................

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Do you live in the Shire of Gingin?  ☐ Yes  ☐ No

☐ Feedback  ☐ Suggestion

☐ Request/Query  ☐ Compliment

☐ Complaint

Message: ........................................................................................................................................................................................................

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Complaints

Something not right? The Shire of Gingin takes customer complaints seriously and sees them as opportunities to improve. We aim to resolve all complaints efficiently and fairly.

In order for us to execute the best possible solution for you it is important to:

Provide us with all the relevant background to the issue.

Tell us what you would like as an outcome – how can we make it right?

Your complaint will be directed to the most appropriate Shire of Gingin officer who will be responsible for investigating the issue and keeping you informed of the progress of your complaint.

Escalation Process – if you are dissatisfied with the way your complaint has been handled please request to be referred to the relevant Manager or Executive Manager for an independent review. If you remain dissatisfied with the final outcome you may wish to contact the Ombudsman of Western Australia.

The Ombudsman Western Australia
Level 2, Albert Facey House
469 Wellington Street
Perth WA 6000
(PO Box Z5386, St George’s Terrace, Perth, WA 6831)
T: 08 9220 7555
E: mail@ombudsman.wa.gov.au
W: ombudsman.wa.gov.au
Contact Us:

GINGIN
Gingin Administration Centre & Council Chambers
7 Brockman Street (PO Box 510), Gingin WA 6053
T: 08 9575 5100
E: mail@gingin.wa.gov.au
Opening hours: Monday to Friday 8.30am – 4.00pm

LANCELIN
Lancelin Office
255 Vins Way, Lancelin WA 6044
T: 08 9575 5155
E: mail@gingin.wa.gov.au
Opening hours: Monday to Friday 9.00am – 4.00pm
(closed for lunch from 1.00pm – 1.30pm)

www.gingin.wa.gov.au