

# Customer Service CHARTER



## Our Commitment To You

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.



## Our Service Standards

You can expect to be treated with respect, integrity, and understanding every time you engage with us: We are committed to:

- Delivering our services with excellence and professionalism and care.
- Acting with openness and transparency in all our decisions.
- Valuing and embracing diversity within our community.
- Providing services that are fair, consistent, and accountable.
- Continuously improving to deliver better experiences for everyone.

## Our Organisational Values

### TEAMWORK

Working in collaboration to achieve our goals.

### RESPECT

Working together with honesty and empathy towards others.

### ACCOUNTABILITY

Taking ownership and responsibility in what we do.

### COMMITMENT

Be professional and diligent in what we do.

### KNOWLEDGE

Be skilled and innovative in what we do and continue to learn.



## Contact Us

The Shire of Gingin values open and ongoing communication with our community. We actively seek ideas, input, and feedback to help shape the projects, services, and initiatives that support our region. By working together with residents, we aim to plan and deliver outcomes that make the Shire of Gingin an even better place to live, work, and enjoy.

We welcome your thoughts on how we can continue to improve. You can share your feedback with us by:



(08) 9575 5100



[mail@gingin.wa.gov.au](mailto:mail@gingin.wa.gov.au)



Shire of Gingin, PO Box 510 Gingin WA 6503



[www.gingin.wa.gov.au](http://www.gingin.wa.gov.au)



Visit us in person at the Administration Office, 7 Brockman Street, Gingin between 8.30am - 4.00pm, Monday to Friday.



Visit us in person at the Lancelin Administration Office, 255 Vins Way, Lancelin between 9.00am - 4.00pm, Monday to Friday (Please note this office is closed from 1.00pm-1.30pm).



## Contacting Us In Person

At the Shire of Gingin, we are committed to providing friendly, efficient, and professional service to every member of our community. We aim to respond promptly, treat everyone with respect and courtesy, and resolve enquiries wherever possible at the first point of contact. When additional assistance is required, we will connect you with the right officer, keep you informed, and provide timely updates. Our goal is to make it easy, convenient, and positive to interact with the Shire, ensuring your needs are understood and addressed both now and into the future.



## Contacting Us By Telephone

We aim to answer your call promptly and professionally. Where possible, we will manage your enquiry at the first point of contact. If this isn't possible, we will either redirect your call to the most appropriate staff member or take a message for a relevant officer to get back to you. Our goal is to resolve your enquiry at the first point of contact wherever possible, by connecting you with the most appropriate team and avoiding the need to transfer your call more than once.



## Contacting Us In Writing And By Email

When you write to us, you will immediately receive an automated acknowledgement confirming that your correspondence has been successfully received. We aim to respond to all emails sent to [mail@gingin.wa.gov.au](mailto:mail@gingin.wa.gov.au) or directly to an officer or department within ten working days, unless you receive an out-of-office notification specifying when the officer will return.

We strive to resolve all written enquiries within 10 working days. If your enquiry requires further investigation or additional follow-up, we will acknowledge your correspondence and, where possible, advise you of the expected timeframe for a response.

All responses will be provided in clear, concise, and easy to-understand language, ensuring you can quickly and easily access the information you need.



## Contacting Us Via Social Media

While our social media channels are monitored by staff between 8.00am - 4.30pm, Monday - Friday, we recommend contacting us through our official communication channels for the fastest and most effective response. This will help us ensure your enquiry reaches the right team and is addressed within 10 business days.





## Help Us Help You

We appreciate your cooperation in ensuring we can provide the best possible service. You can assist us by: Providing accurate information so we can address your enquiry effectively.

- Allowing us to ask questions when necessary to fully understand your needs.
- Respecting the rights of other customers.
- Understanding that some requests may fall outside the Shire's responsibilities.
- Keeping us informed of any changes to your contact details or residential address.
- Treating our employees with courtesy and respect. The safety and well-being of our staff is a priority.
- Employees may end a conversation if they feel unsafe or if the interaction involves abusive language or aggressive behaviour.
- Please note, to help us assist you efficiently, the Shire of Gingin's firewall blocks emails or messages containing abusive or offensive language.



## Complaints

At the Shire of Gingin, we aim to deliver services that meet your expectations every time. However, we understand that there may be times when you are not completely satisfied with how something has been handled. When this happens, we encourage you to let us know so we can listen, learn, and resolve the issue as quickly as possible.

You can share your concern in person, over the phone, in writing, by email or through our website. To lodge a formal complaint, it must be submitted in writing so it can be recorded and managed through the Shire's complaints process. We treat all feedback seriously and use it to help us improve our services.

To make sure your enquiry is directed correctly:

- A complaint - a statement of dissatisfaction regarding the delivery of a Shire service or the conduct of a Shire employee.
- Suggestion - suggested service or product improvement.
- Request for information - any enquiry or request for information about Council services, facilities, policies or procedures.
- Request for service - request for action to be taken in relation to a service or product.

When we receive a formal complaint, we will:

- Record the details of your concern and, where possible, resolve it straight away.

- If your issue requires investigation, we will begin this process within three working days and provide you with a written response within 10 working days.
- If we need more time to investigate, we will keep you informed and let you know when you can expect an outcome.
- We are committed to handling all complaints promptly, fairly, and openly, and to using what we learn to continually improve the way we serve our community.
- All complainants will be treated with respect, courtesy and professionalism.



## Complaints Resolution Process

If you are not satisfied with the outcome of a decision, you may request an internal review by writing to the Executive Manager Corporate Services at the Shire of Gingin (by letter or email). Your request will be acknowledged, and an investigation will begin within three working days. You will receive a written response advising you of the outcome, or an update on our progress, within 10 working days.

If you remain dissatisfied with the outcome of the internal review, you may ask for the matter to be referred to the Office of the Chief Executive Officer for further consideration. This review will also commence within three working days, and a written response or progress update will be provided within 10 working days.

Should the matter remain unresolved after this process, you have the option to seek an external review through the Office of the Ombudsman of Western Australia. Information on how to lodge a complaint can be found on the Ombudsman's website.

The contact details are as follows:

**Ombudsman Western Australia**  
PO Box Z5386  
St Georges Terrace, PERTH WA 6831  
[www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)



## Protecting Personal Information

The Shire is dedicated to safeguarding personal information in compliance with the *Privacy and Responsible Information Sharing Act 2024 (WA)* and related legislation. Information is collected for specific purposes and will not be disclosed to any third party without consent, except where required or authorised by law, including under the *Freedom of Information Act 1992 (WA)*.



## Freedom of Information

The Shire of Gingin is committed to openness, transparency and accountability in the delivery of our services. Under the *Freedom of Information Act 1992*, members of the community have the right to request access to documents and information held by the Shire, subject to legislative exemptions. We aim to respond to all FOI requests in a timely and helpful manner, and will provide clear explanations should access be restricted or refused.

For more information or to lodge a request, please contact the Shire of Gingin or visit our website.



## Customer Satisfaction And Feedback

The Shire of Gingin values your feedback and encourages you to contact us with any compliments or complaints.

Constructive feedback supports our commitment to customer service excellence and continual improvement.

To submit feedback or a complaint, please scan the QR code:

