



# Customer Service Charter



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



## Message from the CEO

### 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 delivering quality leadership and business expertise. This aspiration includes and is informed by feedback from our communities and stakeholders. Our customers' 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 possible by ensuring that this charter is implemented to the best of our ability.

**Scott Wildgoose**  
**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, inclusive community that celebrates its unique coastal and inland landscapes with an aim to increase visitation to the region."



## **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-focussed 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 to next page) or online via the 'Contact' area of our website [gingin.wa.gov.au](http://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.







## 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.

**Please note!** Facebook is not an appropriate platform to raise a complaint with the Shire. We do not have capacity to monitor all comments and messages. If you would like to make a complaint please do so via telephone, email, in-person at our Gingin or Lancelin office, by post, or online through our feedback form.

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](mailto:mail@ombudsman.wa.gov.au)

**W:** [ombudsman.wa.gov.au](http://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](mailto:mail@gingin.wa.gov.au)

**Opening hours:** Monday to Friday 8.30am – 4.00pm

### LANCELIN

Lancelin Shire Office  
255 Vins Way, Lancelin WA 6044

**T:** 08 9575 5155

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

**Opening hours:** Monday to Friday 9.00am – 4.00pm  
(closed for lunch from 1.00pm – 1.30pm)