

Customer Service Charter

This Customer Service Charter outlines the commitment the Town of Port Hedland has to provide quality customer service at all Town facilities. While the Town's employees are committed to following the Town's values of *Unity, Quality and Integrity* at all times, this charter specifically defines expectations and standards around customer interactions and requests.



Unity - We work as one team and actively share our ideas and information across the organisation.

Quality - We strive for excellence and take pride in everything we do. We challenge our thinking and look beyond the obvious.

Integrity - We are honest and ethical in everything we do, fostering transparency and promoting public trust and continued confidence.

Our Customer Service Principles are:

- ▶ Our customers are our primary focus
- ▶ Our service will be flexible, fair, consistent, transparent and reliable
- ▶ We will show genuine care for our customers
- ▶ All requests for service will be treated with respect and inline with our standards of service

When you connect with us, we will:

- ▶ Strive for excellence and take pride in our service
- ▶ Treat customers with courtesy, patience, and attentiveness
- ▶ Provide clear, concise, and honest advice and information
- ▶ Engage in a respectful and appropriate manner
- ▶ Provide an inclusive environment that welcomes everyone
- ▶ Act in accordance with the law and the Town's Code of Conduct
- ▶ Ensure planning notices, policies, community plans, information brochures and other communications required to be publicly accessible documents are readily available for inspection
- ▶ At all times the Town will endeavour to support the community through its commitments under the Town of Port Hedland Access and Inclusion Plan

Making contact

Civic Centre reception hours are 8am to 4pm weekdays. *Individual facilities, such as the Town Depot, JD Hardie, Libraries, and Leisure facilities may vary.*

Appointments - If you wish to speak to an officer in person, it is best to call ahead to find out what location you will need to attend and to schedule an appointment. This will ensure we are available to receive your enquiry and have the information necessary to assist promptly.

Information – Please provide clear and detailed information with all enquiries so our officers can ensure a timely and thorough response.

Courtesy – Our Officers will always be respectful and courteous to you, we ask you treat our staff with respect and courtesy during all enquiries, understanding that the Town and its employees may exercise our right to not engage with you should your behaviour and/or actions be unacceptable. Any disruptive, abusive or derogatory actions may result in you being directed to leave a Town facility.

Our Standards of Service

When you contact, the Town will endeavour to provide you with the highest quality service in a timely manner. For detailed enquiries, please send a complete request via email or mail providing a comprehensive description, so that we can best serve you.

Customer Service Charter



Via phone – We aim to answer your call promptly. If a Customer Service Officer is unable to answer your enquiry or, the relevant officer is unavailable, or an enquiry results in a service request being lodged, a response will be provided within two business days.

Via email/website – We aim to acknowledge your communication and provide an initial response within two business days.

Via mail – We aim to acknowledge your communication via email or telephone within two business days and/or provide a formal written response within 10 business days from receipt of the correspondence. Please note, due to the remote location of Port Hedland, physical mail may elicit delayed response at times.

In person – We aim to acknowledge you immediately and make known any wait times. When the relevant officer is not available, or an enquiry is complex, an initial response will be provided within two business days.

Via social media – We aim to acknowledge your direct message communication and provide an initial response within two business days. Tagged posts or comments may not be received or actioned.

Snap Send Solve – we aim to acknowledge your submission within two business days of receipt and will provide updates as the matter is investigated.

Freedom of information (FOI) – All FOI requests should be addressed directly to the Freedom of Information Coordinator. The FOI Coordinator is required to deal with requests in accordance with the Principles of Administration set out in Section 4 of the Freedom of Information Act, 1992. Please access the Town's website for further information regarding FOI requests.

Complaints – Complaints will be handled under guidelines set out in *Policy 1/026 Customer Feedback, Complaints and Suggestions* which can be found on the Town's website.

To avoid confusion or duplication, please refrain from making multiple enquiries about the same matter while awaiting a response. Note, some enquiries may take longer than others and if so, we are committed to providing you with timeframes for our substantive response.

When submitting an enquiry to the Town, please ensure that you provide your name, contact number and email address to ensure that the Town can contact you with updates or requests for further information. Anonymous submissions may not be actioned.

Feedback

As we strive for continuous improvement in our service, please feel free to provide us with feedback you believe may be helpful. Whether you have a request for action, a compliment, or a complaint, we would like to hear from you!

-  **In person** Civic Centre, McGregor Street, Port Hedland WA 6721
-  **Phone** 08 9158 9300 (for deaf, hearing, or speech impaired via National Relay Service (TTY): 133 677).
-  **Writing** Chief Executive Officer, Town of Port Hedland
PO Box 41, Port Hedland WA 6721
-  **Email** council@porthedland.wa.gov.au
-  **Facebook** Town of Port Hedland
-  **Apps** You can download and utilise the following mobile application to submit service requests: Snap Send Solve