

Feedback

As we strive to deliver best practice customer service, we encourage you to provide feedback.

While every effort is made to gain your complete satisfaction, we recognise that there may be occasions when you may not be fully satisfied with the service you have received. If you notify us that you are dissatisfied, we will:

- Listen to your concerns and aim to address them fairly and efficiently
- Record the details of your concern
- Refer you to the most appropriate staff member, who will explain what will occur next

If you are still not satisfied with the outcome, you can ask for the matter to be referred to the staff member's supervisor for resolution.

If you are still not satisfied with the Shire's decision, you may wish to contact an external agency such as the Ombudsman Western Australia to request a review. The contact details are: Ombudsman Western Australia, PO Box Z5386, St Georges Terrace Perth WA 6831.

How to contact us?

In Person: 39 Bannister Rd, Boddington
Monday - Friday, 9.00am - 4.30pm
(Licencing services close at 4.00pm)

Phone: 08 9883 4999

Email: shire@boddington.wa.gov.au

Mail: PO Box 4, Boddington, WA 6390

Website: www.boddington.wa.gov.au

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

- TTY users phone 13 36 77
- Speak and Listen users phone 1300 555 727

For the Translating and Interpreting Service please call 13 14 50



Customer Service Charter



Customer Service Charter

We are committed to providing you with a friendly, positive, professional and efficient service. Our Customer Service Charter outlines our commitment and gives you standards against which to measure our performance. We will continue to strive to improve the quality and standard of our service.

What to expect from us

In Person

We Will:

- Be professional, welcoming and attend to you as quickly as possible
- Be easily identifiable and wear a name badge so you know who you are speaking to
- Be considerate of your privacy and confidentiality
- Take ownership of your enquiry and strive for first contact resolution

Telephone

We Will:

- Answer your call courteously, professionally and identify ourselves by name
- Inform an appropriate officer when we are transferring your call so you don't have to explain your query multiple times
- Make every effort to take ownership of your enquiry to reduce transferred calls.

If you request a call back, or leave a voicemail message, we will contact you by the end of the next business day. If your query is complex, we will provide you with an estimate of the time it will take to resolve.

If we cannot resolve a telephone enquiry in the first instance, we will request the relevant officer contacts you directly.

Online

We Will:

- Keep our website and social media channels up to date, and provide helpful and relevant information through all online channels.

In writing

We Will:

- Write to you in clear, concise language that is easy to understand
- Confirm receipt of emails within 24 hours
- Respond within 7 working days

If your enquiry is complex and requires in-depth research or is of a technical nature that will take longer than 7 business days, we will acknowledge your request, provide details of the Officer handling your enquiry and, where possible, provide a completion date.

When we cannot meet a request made of us, we will explain and give reasons.



Service Requests

We will assess service requests within 10 working days of receipt. Where you have indicated you would like follow up on the outcome of the request, we will provide a response indicating the Shire's position and any planned works within 5 working days of assessment.

Helping us to help you

In serving you as efficiently as possible, your cooperation would be appreciated by:

- Making an appointment for a complex enquiry or where you need to see a specific staff member
- Telling us who you are and who you represent
- Supply us with relevant and accurate information
- Inform us promptly of any change of details
- Treating staff with the same courtesy that you would expect

