

CUSTOMER SERVICE CHARTER

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1. OBJECTIVE

This Customer Service Charter details the standards the City of Karratha strives to meet in all our dealings with the public and internal staff. This includes but is not limited to, phone calls, in person enquiries, written correspondence, social media and all face to face interactions. Our customer service principles are backed up by service level commitments which we measure.

We value all our customers, and have introduced this Charter as an expression of our commitment to providing a high standard of service and ensuring consistency and sustainability in service delivery.

Our objective is to provide an experience that embraces and is founded upon the City of Karratha values of community focus, team work, accountability, active communication, 'can-do' attitude, continual improvement and excellence.

2. PRINCIPLES

At the City of Karratha, we pride ourselves on service excellence. Our customers are our residents, visitors, ratepayers, businesses, [community groups](#), Councillors and employees [and all levels of government](#). We strive to achieve excellent customer service and satisfaction. We aspire to be connected to our customers and our community through being inclusive and providing outstanding service delivery across all sectors of the organisation.

2.1 Our commitment to you:

- a) Providing prompt, friendly and efficient customer service;
- b) Constantly looking at ways to improve our customer service;
- c) Offering customer friendly systems and processes; and
- d) Actively seeking your feedback to ensure that your needs are being met.

2.2 Our service provision:

- a) We offer 24-hour call centre service and aim to answer calls within 15 seconds;
- b) We aim to ensure that 100% of enquiries made in person at our customer service counters are attended to within five minutes; and
- c) We will acknowledge your written correspondence within 3 business days and respond to your requests within 10 business days. If the issue is complex, and likely to take longer to resolve, we will keep you informed of our progress.

2.3 When dealing with customers, City staff will:

- a) Be helpful and courteous;
- b) Listen to you;
- c) Act with integrity and honesty;
- d) Provide a prompt, friendly and efficient service;
- e) Provide you with clear, accurate and timely information;
- f) Always treat you with respect and welcome your feedback on our services, our processes and our people;
- g) Treat your personal information with confidentiality ensuring we comply with the principles of privacy in all situations; and
- h) At all times adhere to the City's Code of Conduct.

2.4 Our social media guidelines:

- a) Our aim is to engage with our residents and to deliver relevant information;
- b) Help foster a community dialogue that is respectful and that everyone visiting our pages can share and express their opinions in a constructive way;
- c) Posts or comments, which do not comply with these Guidelines and Facebook's Terms, will be deleted and the instigator may also be banned from further posts on our page.
- d) The City of Karratha and the Administrators of our pages, reserve the right to remove without notice or justification any posts which are deemed inappropriate or do not comply with the City's guidelines;
- e) Subject to the City's discretion, not every individual post will be responded to; and
- f) We aim to respond within one working day during normal business hours.

2.5 Customers can help the City by:

- a) Being courteous and respectful to our staff;
- b) Respecting the rights of other customers;
- c) Being complete and accurate in your dealings with us;
- d) Working with us to find solutions;
- e) Providing positive feedback when you have received excellent customer service;
- f) Letting the City know if our services are not meeting your expectations so that improvements can be made; and
- g) Providing honest feedback in our customer service surveys.

2.6 Unacceptable behaviour from customers or staff of the City:

- a) Any act of written or verbal abuse, including those of a discriminatory nature;
- b) Threatening behaviour or intimidation;
- c) Serious or persistent harassment;
- d) Damage to property;
- e) Behaviour that causes anyone to feel upset, threatened, frightened or physically at risk.

Unacceptable behaviour is not tolerated by the City and appropriate action will be taken to investigate and remedy these issues as swiftly as possible.

3. CONSEQUENCES

Unacceptable behaviour by staff or members of the public will result in:

- Communications being ceased
- Relevant authorities/ supervision being contacted
- Reporting and investigation of the situation
- Potential restriction of access to City facilities

This policy represents the formal policy and expected standards of the City of Karratha. Appropriate approvals need to be obtained prior to any deviation from the policy. Elected Members and Employees are reminded of their obligations under the Council's Code of Conduct to give full effect to the lawful policies, decisions and practices of the City.

4. ROLES AND RESPONSIBILITIES

It is incumbent on all staff that the customer service charter is to apply in our everyday activity to not only public and external third parties but also amongst fellow staff and Council.

5. REFERENCES TO RELATED DOCUMENTS

- City of Karratha [Code](#) ~~codes~~ of [Conduct](#) ~~conduct~~
- Internal Staff Customer Service Guidelines
- Customer Service Charter Pamphlet

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This Policy takes effect from the date of adoption by Council and shall remain valid until it is amended or deleted.