



Shire of
BOYUP BROOK

Abel Street Boyup Brook WA 6244
PO Box 2 Boyup Brook WA 6244
✉ shire@boyupbrook.wa.gov.au
☎ (08) 9765 1200

Customer Service Charter



Respect



Trust



Communication

CUSTOMER SERVICE STANDARDS

We endeavour to:

- Value our customers and treat them with respect at all times.
- Acknowledge our customer's presence immediately and provide professional and courteous service.
- Make every effort to answer enquiries at the first point of contact.
- Ensure all information provided to customers is accurate and up to date.
- Ensure staff are accessible to customers.
- Respect our customers privacy by treating information confidentially except where the law requires disclosure of information.

OUR SERVICE COMMITMENT TO YOU

We aim to:

- Answer the telephone within five (5) rings in a professional and courteous manner.
- Return telephone messages by close of business the next working day.
- Respond to all correspondence seeking action within 10 working days.

HOW YOU CAN ASSIST US

To help us help you:

- Treat our staff with courtesy and respect.
- Provide us with accurate information so we can respond appropriately to your enquiry.
- Letting us know when your situation changes eg change of address, change of details for registered animals etc.
- Make an appointment for complex enquiries or if you need to see a specific Officer.
- Provide us with feedback so we can continuously improve our service.

UNACCEPTABLE BEHAVIOURS

As we treat you with courtesy and respect we will not accept:

- Any written or verbal abuse including bad language.
- Threatening behaviour or intimidation.
- Persistent harassment.
- Behaviour that causes anyone to feel threatened, frightened or upset.

FEEDBACK

If you believe the service provided has not met your expectations, you may wish to lodge a complaint using our General Complaint Form. Forms can be found on our website or you can request one from the Shire Administration Office by email, phone or in person. Once a complaint is lodged, we will acknowledge receipt in writing which will include a reference number for any further correspondence. Within ten (10) working days the Shire will advise in writing the progress of the complaint. Some complaints may take longer to finalise depending on the complexity of the issue however we will undertake to resolve all complaints in an unbiased, fair and timely manner.

Alternatively we would love to hear from you if you are happy with the service you have received. Positive feedback lets us know our staff are valued and appreciated for their dedication and hard work and can also be recognized for their efforts.

FREEDOM OF INFORMATION (FOI)

A copy of the Freedom of Information Act 1992 is available online at www.legislation.wa.gov.au

Freedom of Information access applications must be in writing and give enough information to enable the correct document(s) to be identified, give an Australian address to which notices can be sent and be lodged at the address below with any application fee payable. Additional fees may apply for staff time, printing, copying and/or delivery costs.

The application form is available at the Shire Administration Office or on the Shire website www.boyupbrook.wa.gov.au. You can lodge an application by addressing it to:

The Freedom of Information Coordinator
Shire of Boyup Brook
PO Box 2
BOYUP BROOK WA 6244


or by delivering it to the Boyup Brook Shire Administration Office on Abel Street between the hours of 8:30 am and 4:30 pm Monday to Friday.

The Shire of Boyup Brook may request proof of your identity. If you are seeking access to documents on behalf of another person the Shire of Boyup Brook will also require authorisation from that person in writing. It should be noted that some documents are for viewing only and some documents cannot be copied, as this would be in breach of the Copyright Act.

Your application will be acknowledged in writing and dealt with as soon as practicable (within 45 days) after it is received.

CONTACT US

Our Shire Administration office is open Monday to Friday (excluding public holidays) from 8:30am to 4:30pm. You can contact us by

 9765 1200

 shire@boyupbrook.wa.gov.au

 PO Box 2, Boyup Brook WA 6244

 55 Abel Street, Boyup Brook WA 6244