



## Policy A1 – Customer Service Charter

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### 1. Policy Intention

To outline the Customer Service Charter that defines our commitment to customer service excellence. It establishes a set of standards that outline the level of service you can expect from us, and equally what you can do to assist us to achieve these standards.

### 2. Policy

#### 2.1 Who Are Our Customers?

- (a) any person or organisation who has dealings with the Shire of Murray (Shire).

#### 2.2 Our Commitment

- (a) guided by our strategic values: Respect, Excellence, Accountable and Leadership.
- (b) innovative and accessible;
- (c) efficient and responsive; and
- (d) delivered by skilled, motivated and professional staff.

#### We also commit to

- (a) treating you individually and in a timely manner;
- (b) providing you with accurate, concise and relevant information;
- (c) respecting and protecting your personal information; and
- (d) implementing a program of continuous improvement in service delivery.

#### 2.3 Our Service Standards

##### 2.3.1 In Person

We aim to resolve face-to-face enquiries immediately; when this is not possible we will phone or write to you with a response. We will also:

- provide a professional, polite and respectful service at all times;
- clearly identify ourselves verbally or using a name badge; and
- be well presented.

##### 2.3.2 On the Telephone

We will answer calls promptly and try to resolve enquiries immediately. When your enquiry needs specialist attention, we will endeavour not to transfer your call more than once. We will also:

- introduce ourselves using our name and our business unit name;
- take personal ownership of your enquiry;
- closely monitor the amount of time you are on hold and advise you of any delays; and
- respond to all messages within one business day.

### 2.3.3 In Writing (including email)

For routine enquiries we will resolve them within ten working days. For technical enquiries that cannot be resolved within ten days we will contact you to advise when we expect to have a resolution. We will also:

- acknowledge your enquiry within three working days in writing;
- acknowledge all emails sent to mailbag@murray.wa.gov.au with a delivery notification; and
- write to you in a clear, concise language that is easy to understand.

*Note: Service standards do not apply to unsolicited mail, sales or promotional material.*

### 2.4 Access and Inclusion

The Shire will provide the following services for customers who have difficulty accessing the Shire due to a disability or where English is a second language.

- (a) AUSLAN interpreters and language translators. Please advise us at the time of your enquiry should you require these services.
- (b) National Relay Service at no charge on 133 677 for TTY users, for speak & listen users 1300 555 727 or visit [www.relayservice.com.au](http://www.relayservice.com.au).
- (c) Public documents in alternative formats, please contact 9531 7777 or email mailbag@murray.wa.gov.au with your specific request and contact details.

### 2.5 Customer satisfaction and feedback

Customer compliment and complaint forms will be made available online at [www.murray.wa.gov.au](http://www.murray.wa.gov.au) or from all of our Customer Service areas including the Shires Administration Office, Murray Library and Murray Leisure Centre.

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Policy Detail		
<b>Responsible Directorate</b>	Place, Community and Economic Development	
<b>Responsible Department</b>	Tourism and Customer Services	
<b>Responsible Officer</b>	Manager Tourism and Customer Service	
<b>Next Policy Review / Schedule</b>	2024 (3-yearly)	
<b>Council Adoption</b>	<b>Date / Resolution</b>	22 March 2001 (OCM01/075)
<b>Amendment Record</b>	<b>Date / Resolution</b>	22 February 2007 (OCM07/028)
		23 December 2008 (OCM08/258)
		25 June 2015 (OCM15/155)
		22 February 2018 (OCM18/008)
		23 June 2022 (OCM22/070)

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