



Customer satisfaction and feedback

We value your feedback and encourage you to contact us with any compliments or complaints.

Constructive feedback supports our commitment to customer service excellence and continual improvement.

Should you have a complaint please obtain a copy of the Shire's Complaint Resolution Policy by visiting murray.wa.gov.au.

Tell us about your experience with us by scanning the QR code or visiting murray.wa.gov.au/feedback.



Customer service charter

Contact information

1915 Pinjarra Road, Pinjarra WA 6208
PO Box 21, Pinjarra WA 6208
T: 08 9531 7777
mailbag@murray.wa.gov.au

Opening hours

Monday - Friday
8.30am - 4.30pm
Closed public holidays

murray.wa.gov.au

[f](#) [i](#) [in](#) @ShireofMurray





Our commitment to you

Prompt — Professional — Personal

This Customer Service Charter defines our commitment to customer service excellence. It outlines the service you can expect from us, and how you can help us achieve it.

Our values



Respect



Excellence



Leadership



Accountable

Our service standards

We commit to treat you individually and in a timely manner, providing you with accurate, concise and relevant information, respecting and protecting your personal information, and implementing a program of continuous improvement in service delivery.

When you visit us in person, we will:

- Try to resolve face-to-face enquiries immediately. When this is not possible, we will phone or write to you with a response
- Provide a professional, polite and respectful service at all times
- Clearly identify ourselves verbally or using a name badge
- Be well presented.

When you contact us on the telephone, we will:

- Answer calls promptly and try to resolve enquiries immediately
- 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
- Respond to all messages within one business day
- If your enquiry needs specialist attention, we aim not to transfer your call more than once.

When you write to us, we will:

- Acknowledge your email with a delivery notification
- Acknowledge your written enquiry within three business days in writing
- Resolve routine enquiries within 10 working days
- Advise you when a technical enquiry will be resolved, if longer than the usual 10 days
- Write to you in a clear, concise language that is easy to understand.

Please note: Service standards do not apply to unsolicited mail, sales or promotional material.

Help us help you

When interacting with us, please:

- Provide accurate and complete information
- Provide your name and current contact details and advise us if they change
- Make an appointment for complex enquiries that require research
- Provide a Shire Officer name or reference number on correspondence sent to you
- Treat our staff with courtesy and respect
- Give us feedback.

Access and inclusion

Please advise us at the time of your enquiry should you require AUSLAN interpreters and/or language translators.

National Relay Service can be accessed at no charge on 133 677 for TTY users, for speak and listen users 1300 555 727 or visit relayservice.com.au.

Public documents are available in alternative formats on request.

The Shire's Disability Access and Inclusion Plan is available on murray.wa.gov.au. Our website has a text-to-speech option.

