

CUSTOMER SERVICE CHARTER



Our Promise - Our commitment

This is your City and we are committed to being a leading customer focused organisation. We are proud of our community and our people.

Our Values

Our staff are guided by our corporate values. We apply these values to our decision making and most importantly they guide every interaction we have with you.

- **Focused** on community outcomes
- **United** by working and learning together
- **Accountable** for our actions
- **Proud** of our people and our community.



When you contact us, we are committed to providing:

- Polite, helpful and respectful service
- Our time and attention to address your enquiries
- Services that are consistent and promptly delivered
- Accurate information about our services, decisions made and the resources available to our community
- Accessibility for all community members
- Easy to use feedback and complaint processes
- Assistance to connect with other services within our community.



We ask you to:

- Be helpful and respectful towards staff
- Provide information that is accurate
- Respect the rights of other customers
- Respect community property
- Work with us to resolve problems
- Provide feedback to help us improve our service.



We invite you to:

- Attend Council and committee meetings
- Speak with City staff and Councillors to hear about what we do
- Contact us if you need further information so we can resolve any issues.

We will be responsive to all your enquiries.

We aim to:

- Answer your phone calls promptly during normal business hours
- Attend to you personally within five minutes
- Complete all of your business during your first contact
- If you request a call back, we will respond by the end of the next working day
- Respond to your correspondence (email, letter or customer service request) within ten working days.



Employees at all levels will connect with customers through real time information, online interaction, by telephone, and in person. Any signs of threatening or abusive behaviour may result in:

- Communication being ceased
- Access to services and facilities being discontinued.

The City of Albany acknowledges its legislative duties and will undertake these responsibilities in accordance with its Code of Conduct.



How can you help?

- Phoning to make an appointment for a complex enquiry or where you need to see a specific staff member
- Work with us to solve problems
- Let us know if things change e.g. change of address
- Advise us if you have received great customer service
- Tell us where we can improve
- Understand that if a City officer feels they are being threatened or abused they may terminate the communication immediately.



Customer Service Feedback

We value your feedback. It helps us review and improve what we do, in order to better meet community needs.

We will also regularly seek your feedback at City of Albany community services with surveys, conversation, workshops/focus groups, social media and other ways to hear your views.

If we don't get it right, we will acknowledge our mistake, fix it where possible and take action to stop it happening again.

Contact us:

North Road Office
102 North Rd, Yakamia WA 6330
PO BOX 484, Albany, WA 6331
Monday to Friday 8.30am - 5pm

T (08) 6820 3000

E staff@albany.wa.gov.au

W www.albany.wa.gov.au



Translation Services

The City of Albany is committed to creating an accessible and inclusive community for people from diverse backgrounds, including people with disability and/or from culturally and linguistically diverse backgrounds.

This publication is available, upon request, in alternative formats. If you have trouble speaking or listening, you can receive assistance to contact the City via the National Relay Service as follows:

- TTY / Voice calls 133 677
- Speak and Listen 1300 555 727
- 24 hours a day

- Anywhere in Australia
- All calls are confidential

If you require a translator or a City of Albany document interpreted, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone the City of Albany on 08 6820 3000. Our business hours are 8.30am - 5pm. There is no fee for this service.

Need to book an AUSLAN interpreter?

Contact the Deaf Society of WA on 9441 2677 or directly on bookings@wadeaf.org.au