



## We Value and Encourage Your Feedback

The Shire of Kent is committed to continuing to review our service provision to ensure its ongoing effectiveness and efficiency.

The Shire of Kent strongly believes in accountability for its actions and encourages feedback on how its services can be improved and what is important to you.

Feedback can be provided in writing to: Chief Executive Officer, Shire of Kent, PO Box 15, Nyabing WA 6341 or [ceo@kent.wa.gov.au](mailto:ceo@kent.wa.gov.au)

## Our Mission

To provide leadership, direction and opportunities for the community through:

- Respecting the points of view of individuals and groups;
- Building on existing community involvement;
- Encouraging community leadership;
- Promoting resilience, self-reliance and initiative;
- Recognizing and celebrating achievement;
- Supporting the principles of social justice; and
- Acknowledging the value of staff and volunteers.

# CONTACT US



For all compliments, suggestions, concerns or complaints please contact:

**Shire of Kent**  
**Chief Executive Officer**

### Telephone

(08) 9829 1051

### Email

[admin@kent.wa.gov.au](mailto:admin@kent.wa.gov.au)

### Web

[www.kent.wa.gov.au](http://www.kent.wa.gov.au)

### Post

Shire of Kent  
PO Box 15  
Nyabing WA 6341

### In Person

24-26 Richmond Street, Nyabing



## Customer Service Charter

SHIRE OF KENT



Monday - Friday 8:30AM - 4:30PM

# Customer Service Charter

We value and encourage your feedback

The Shire of Kent is committed to providing the highest standard possible to all of our customers and visitors. Our employees are committed to providing high quality service through access to consistent, accurate and relevant advice and information.

Our Customer Charter states our commitment to you, our customer, how we will work both for and with you to meet your needs and expectations.

We are committed to customer service that:

- ✓ is guided by our organisation's values;
- ✓ is considerate of our customer needs and preferences;
- ✓ is delivered by skilled, motivated and courteous staff

## Customer Service Standards

### Our reception area will be:

- A clean and tidy, smoke free, safe environment;
- Accessible and welcoming; and
- Staffed during business hours.

### At all times our employees will:

- Identify themselves;
- Listen carefully to what you have to say;
- Be helpful, polite and courteous;
- Follow through on any commitments they make; and
- Value and encourage your feedback.

### Our information will be:

- Easy to access;
- Accurate and consistent; and
- Relevant and practical.

### Our actions will:

- Be fair and impartial;
- Be completed within a specified timeframe; and
- Take your individual needs into consideration.

## Our Commitment

We will:

- Answer telephone calls promptly and respond to telephone messages by the end of the next working day;
- Respond to verbal queries within 5 working days;
- Respond to written queries or complaints within 10 working days;
- Update you on the progress of your query or complaint if a delay is likely;
- Acknowledge and rectify when an error has occurred; and
- Honour the Shire of Kent's Code of Conduct.

## Our Expectations of the Customer

To make our job easier in providing exceptional service, we ask our customers to:

- Treat Council Officers with courtesy and respect;
- Provide accurate and complete details;
- Recognize that we may not have the authority to deal with your request/concern, and may need to refer it on;
- Contact us to make an appointment in relation to a complex enquiry or a need to see a specific officer; and
- Contact the officer nominated on your correspondence quoting the letter reference number.

### Abusive Customers

- Where the customer is personally abusive or uses bad language the communication may be terminated immediately by the Officer;
- If face to face, the Officer may walk away;
- If by telephone, the Officer may terminate the call;
- If in an email and deemed vexatious, the customer may be blocked or not responded to;
- The CEO may decide to limit or cease communications with any person who is abusive or derogative in their communication with Council or who fails to accept that Council has exhausted all avenues to assist;
- A decision of this nature will be communicated in writing to the person by the CEO; and
- If an officer feels threatened by the language or behavior of the customer, the Police may be notified.

## Complaints

A complaint is an expression of dissatisfaction with a decision, level or quality of service, or behaviour of an employee or agent, which can be investigated and acted upon where no right of appeal or review is available under any other legislation.

A complaint is not:

- A request for service (unless there was no response to a first request for service);
- A request for information or an explanation of a policy or procedure;
- Disagreement with a policy of the Council;
- An appeal or request for an internal or external review of a decision for which a structured process applies, other than that made as the result of a complaint; and
- An expression concerning the general direction and performance of Council or its Councillors.

If you are dissatisfied with the level or quality of service we have provided you with, let us know. Complaint resolution is an integral part of our continuous improvement process.

In handling your complaint we will:

- ✓ Ensure that every effort will be made in resolving your complaint as soon as possible; and
- ✓ Ensure that you will be contacted and advised of the course of action to be taken in a timeframe of 5 business days.