



SHIRE OF
Kent
NYABING • PINGRUP
worth the journey

Customer Service Charter



www.kent.wa.gov.au
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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. Where 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 queries immediately.
- Introduce ourselves using our name and 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 not more than once.

When you write to us, we will

- Acknowledge your written enquiry within three business days in writing.
- Resolve routine enquiries within 10 business days.
- Advise you when a technical enquiry will be resolved, if longer than the usual 10 days.
- Write to you in 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.
- Provide appropriate proof of identification for Department of Transport enquiries.
- Treat our staff with courtesy and respect.
- Give us feedback.

Poor Customer Behaviour

Where a customer is abusive, threatening or intimidating our staff, the communication may be terminated immediately by us.

- If face to face, we may walk away, or a senior officer may ask you to leave the premises.
- If by telephone, we may terminate the call immediately.
- If by email, and deemed to be vexatious correspondence, the email may not be responded to.
- The CEO may exercise discretion to limit or cease communications with any person who is abusive or derogative in their communication with the Shire, or who fails to accept that the Shire has exhausted all avenues to assist with the enquiry.
- The Police may be called in extreme circumstances.

When you aren't happy with what we have done

If you are not happy with the outcome of your enquiry, you have a right to make a complaint in relation to it. 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 legislation.

A complaint is not:

- A request for service (unless there was no response to a first request)
- 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 a result of a complaint
- An expression concerning the general direction and performance of Council or its Councillors.

When dealing with a valid complaint, we will:

- Ensure that every effort is made to resolve your complaint as quickly as possible

- Ensure that you will be contacted and advised of the course of action to be taken within five business days.

Endorsed by the Chief Executive Officer:



Christie Smith

Chief Executive Officer

Date Endorsed: 8 June 2026