

## CUSTOMER SERVICE CHARTER

When we work together, we create better experiences for our community.

Our Charter sets out how we deliver service that is  
**Accessible, Professional, Timely, Transparent, and Responsive.**

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<b>SATISFIED</b>	<p>We are responsive and solution-focused, providing thorough, transparent explanations about what can and can't be done.</p> <p><i>You can help by keeping an open mind and sharing relevant information.</i></p>
<b>HEARD</b>	<p>We are accessible and attentive, giving you our full attention, listening without interruption, asking questions, and acting with empathy.</p> <p><i>You can help by clearly outlining your concerns, providing key details, and allowing us the opportunity to respond.</i></p>
<b>EMPOWERED</b>	<p>We are transparent and professional, working in partnership by providing clear information, explaining options and next steps, and outlining processes and timeframes.</p> <p><i>You can help by engaging in the process, considering the options provided, and treating our staff with courtesy and respect.</i></p>
<b>ASSURED</b>	<p>We provide a professional, timely, and reliable service by responding within set timeframes, keeping you informed, protecting privacy, and ensuring enquiries reach the right team.</p> <p><i>You can help by providing accurate information, responding promptly to requests, and respecting established processes and timeframes.</i></p>

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### What You Can Expect

Accessible • Professional • Timely • Transparent • Responsive

We respond, inform, and support our community every step of the way.

These commitments are backed by clear service standards.

#### Our Service Standards

- Your phone calls will be answered promptly and courteously.
- Your emails and online queries, complaints and feedback will be acknowledged within 2 working days and responded to within 10 working days.
- Your front counter experience will be in a welcoming and professional manner without unnecessary delay.
- Your appointments will commence on time.

*Complex matters may take longer to resolve. If this occurs, we will keep you informed of progress.*

- We'll keep our website and social media updated so you can easily find clear, timely and relevant information about what's happening at the Shire and in our community.
- We'll make it easy to get in touch with us, offering a range of contact options including online and digital services, and continuing to look for new ways to improve your experience when dealing with the Shire.

**If we can't resolve your issue immediately, we'll refer it to the right team,  
keep you informed of progress,  
and let you know if more time is required.**

**Contact Us: Shire of Bridgetown-Greenbushes**