

The Shire of Bridgetown-Greenbushes vision is

'A beautiful place to live'

Working together with the community to achieve our shared objectives

In our dealings with customers we will demonstrate the following values

● **Integrity** ● **Respect** ● **Diversity** ● **Transparency** ● **Equity** ●



Our commitment: To be a dynamic organisation that delivers effective services and maintains a strong customer focus.

When contacting us in person, by phone, email or letter we will ensure:

- Our service is delivered by professional, courteous and skilled employees who introduce themselves or are easily identifiable by their name badge.
- All of our interactions with you are handled in a personalised manner reflecting the importance we place on your enquiry.

Throughout all of our interactions with you we will ensure:

- We maintain a polite, competent and helpful approach and endeavour to provide the correct information and assistance.
- If we are unable to resolve your enquiry at the first point of contact, it will be forwarded to the appropriate department for action.
- When correspondence is received by the Shire via email, letter or the 'Contact Us' link on our Website, we will acknowledge and respond to your correspondence within 10 business days. If we are unable to provide a full response, you will be kept informed of progress.

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

We value and appreciate your feedback

- Your feedback is important and assists in the continual improvement of our services.
- We will ensure feedback is recorded, acknowledged and forwarded to the relevant Department.
- If you wish to lodge a formal complaint (or compliment) we request you complete a Complaints or Compliments form. Informal feedback on service delivery can be received by email, letter or via the Contact Us link on our website.