

Our Customer First Charter and Standards

We are committed to providing you with the best possible experience

We will help you by:

- Listening.
- Treating you with dignity and respect.
- Being fair and honest.
- Providing clear and accurate information.
- Seeking to resolve your request at first contact.
- Respecting and maintaining your privacy and confidentiality.
- Keeping you informed.

Please help us by:

- Providing accurate, timely and relevant information.
- Treating staff with respect and dignity.
- Respecting the rights of other customers.
- Respecting community property.
- Providing us with constructive and honest feedback.

Any signs of threatening or unreasonable behaviour are unacceptable and may result in:

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

We aim to:

- Answer phone calls promptly during normal business hours.
- Attend to you personally within five minutes of your arrival.
- Call you back by 5.00pm the next business day, if requested.
- Respond to social media enquiries within the next business day.
- Respond to your written correspondence within ten working days. If more time is needed, we will let you know.

Our Commitment to you

We will:

- Provide a prompt, friendly and professional customer experience.
- Promptly answer your enquiries via whichever way you choose to communicate with us.
- Welcome your feedback at any time to help us improve.



Find out more at melvillecity.com.au/customerfirstcharter or scan the QR code above.

Your feedback is important

We would like to hear from you whether you have a request for service, a compliment, a complaint or a suggestion.

We value your feedback

You can provide us with feedback on:

- The standard of a service
- The behaviour of an employee, contractor or Elected Member (Councillor)
- The action or lack of action by us, which results in failure to deliver on a commitment
- A third party who is under our jurisdiction

Your feedback assists us to identify strengths and problems areas and generate ideas for service improvements.

We welcome your feedback

You can provide feedback via any channel available to you:

- Online:
www.melvillecity.com.au/feedback
- Email: melinfo@melville.wa.gov.au
- Telephone: 1300 635845 or 9364 0666
- Mail: City of Melville, Locked Bag 1, Booragoon, WA 6954
- In person: at any City of Melville facility and to any City of Melville employee

Handling your feedback

When receiving your feedback we will:

- Acknowledge and address your feedback promptly
- Treat it confidentially and in accordance with our customer feedback complaints policies
- Consider all relevant information regarding your feedback and seek resolution
- Communicate to you any decisions or actions taken regarding your feedback.

Responding to feedback

We will manage your feedback in an accountable, transparent, timely and meaningful way.

- Escalate your concerns to a senior officer
- Offer further conciliation, when appropriate
- Refer you to the Western Australian Ombudsman’s Office

CONTACT US

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