



City of
Melville



Customer Service Charter for Contractors

The City of Melville is committed to delivering great service to our customers and actively promotes a culture that strives to exceed our customers' expectations

Working together – we can help customers

We will take ownership of the enquiry by:

- Listening to the customer
- Treating the customer with dignity and respect
- Being fair and honest
- Providing the customer with clear and relevant information
- Seeking to resolve all requests in the first instance
- Respecting and maintaining the privacy and confidentiality of the customer's information
- Keeping the customer informed of progress of their enquiry



Working together – you can help us

To enable us to provide the customer with the best possible service, everyone can help by:

- Behaving with courtesy and respect
- Respecting the rights of other customers
- Respecting community property
- Providing us with feedback



Any signs of threatening or abusive behaviour may result in:

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



The City of Melville will be responsive to all customer enquiries

We aim to:

- Answer phone calls promptly during normal business hours
- Attend customers personally within five minutes
- Complete all business services during the first contact
- If a call back is requested, we will respond by the end of the next working day
- Respond to emails within two working days
- Respond to other correspondence (letter) within ten working days
- Respond to social media enquiries within the next business day



We value your feedback



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

Your feedback will assist us to identify strengths and problem areas and generate ideas for service improvements.

Submit your feedback

During business hours:

(Monday to Friday from 8.30am to 5.00pm)

- In person at any City of Melville facility or direct to any City of Melville employee
- By calling: 1300 635 845 or 9364 0666
For hearing or speech impaired:
National Relay Service (TTY) 133 677
(ask for 08 9364 0666)
For interpreting: TIS National 131 450

Outside business hours:

- Email to: melinfo@melville.wa.gov.au
- Mail to: City of Melville,
Locked Bag 1, Booragoon WA 6954
- www.melvillecity.com.au/feedback

