



# Customer Service Charter

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 you

We will take ownership of your enquiry by:

- Listening to you
- Treating you with dignity and respect
- Being fair and honest
- Providing you with clear and relevant information
- Seeking to resolve your requests in the first instance
- Respecting and maintaining the privacy and confidentiality of your information
- Keeping you informed of progress



## Working together – You can help us

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

- Providing us with accurate information so we can respond appropriately to your enquiry
- 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



## Our service standards



The City of Melville will be responsive to all your enquiries. We aim to:

- Answer your phone calls promptly during normal business hours
- Attend you personally within five minutes
- Complete all of your business during your first contact
- If you request a call back, we will respond by the end of the next working day
- Respond to your email within two working days
- Respond to other correspondence (letter or fax) 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 request for service, a compliment, a complaint or suggestion.

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

You can provide us with feedback on:

- The standard of a City of Melville service
- The behaviour of a City of Melville employee, contractor or Elected Member
- The action or lack of action by the City of Melville, which results in failure to deliver on a commitment
- A third party who is under the jurisdiction of the City of Melville

## Handling your feedback



When receiving your feedback we will:

- Acknowledge and address your feedback promptly
- Treat it confidentially and in accordance with the City's Customer Feedback Policy and Procedure
- Consider all relevant information regarding your feedback and seek resolution
- Communicate to you any decisions or actions taken regarding your feedback

## Resolving your feedback



The City of Melville is committed to managing customer feedback in an accountable, transparent, timely and meaningful way.

If you are not satisfied with the way your feedback was handled or resolved, we will:

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



### Street address

City of Melville Civic Centre,  
10 Almondbury Rd, Booragoon  
Monday to Friday – 8.30am to 5.00pm

### Postal address

City of Melville, Locked Bag 1,  
Booragoon WA 6954

**T** 1300 635 845 | 9364 0666

**E** melinfo@melville.wa.gov.au

**W** www.melvillecity.com.au



**National Relay Service** (TTY) for hearing or speech impaired 133 677  
**(TIS - National) for interpreting services** 131 450