

Our Customer First Charter and Standards for Volunteers

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 or volunteers
- 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

Our Commitment to you.

We will :

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

If you require further assistance, please contact your City representative.

CONTACT US

Telephone: 08 9364 0666 | 1300 635 845

Email: volunteer.melville@melville.wa.gov.au

Website: melvillecity.com.au/our-community/volunteering

