

Our Customer First Charter and Standards for Contractors

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

Safety First:

It is imperative that all City contractors carry out work in a safe manner.

The City expects all contractors to comply with the below :

- Complete the City of Melville Contractor Induction for all workers
- Provide all required documentation for the agreed work (insurances, permits, Job Hazard Analysis, Safe Work Method Statement)
- Report all incidents and hazards in a timely manner
- Identify all risks associated with the agreed work
- Eliminate or minimise those risks as far as reasonably practicable

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

Your feedback is important

We would like to hear from you whether you have 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

Street Address: City of Melville Civic Centre 10 Almondbury Road, Booragoon, 6154
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