

AP001 – Customer Service Charter

1. Intention

To provide the basis for the provision of excellent customer service to residents and visitors of the Shire of Waroona.

2. Scope

This policy applies to:

- Elected Members;
- All workers whether by way of appointment, secondment, contract, temporary arrangement or volunteering, work experience, trainees and interns; and
- Any external party involved in providing goods or services to the Council, such as contractors, consultants, outsourced service providers and suppliers.

3. Definitions

Customer Service Charter means a document that states the commitment we make to customers and outlines the Shire of Waroona Service Standards. The document will be updated and amended from time to time by the Chief Executive Officer.

New employee induction means an internal document made available to all new employees outlining customer service standards and utilised during employee induction.

4. Statement

Each member of staff and/or contractor is accountable for the quality of service they deliver.

Each member of staff and/or contractor is are responsible for identifying and reporting any impediments to deliveries of good Customer Service.

Management will act upon any identified impediments with the object of delivering ongoing good customer service.

5. Legislative and Strategic Context

Nil.

6. Review

This policy is to be reviewed as required.

7. Associated Documents

Nil.

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|------------------------|----------------------------|
| Division | Administration |
| Policy Number | AP001 |
| Contact Officer | Manager Corporate Services |

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|--------------------------------|-------------------------------|-------------------------|-------------|--------------------|---------------|
| Related Legislation | Nil | | | | |
| Related Shire Documents | A1 – Customer Service Charter | | | | |
| Risk Rating | Low | Review Frequency | As required | Next Review | When required |
| Date Adopted | 26/10/2010 | | | | OCM10/10/163 |

| Amendments | | |
|-----------------------------------|--|------------------|
| Date | Details of Amendment | Reference |
| 25/10/2016 | Updated as part of major review. | OCM16/10/115 |
| 18/12/2018 | Updated as part of major review. | OCM18/12/126 |
| 22/06/2021 | Updated as part of major review and reformatted. | OCM21/06/071 |
| Previous Policies | | |
| COM012 – Customer Service Charter | | |
| 2.48 – Customer Service Charter | | |