

Customer Experience Charter

The Town of Claremont is committed to servicing the town safely, reliably and efficiently.

We recognise our service is to the community and our residents. We are committed to actively engaging with our customers and listening to their needs by:

- Being professional, courteous and attentive in all our service interactions
- Acting with honesty and being accountable

- Using processes that are transparent, effective and efficient
- Providing comprehensive, concise and timely information via our website www.claremont.wa.gov.au

YOU CAN ASSIST US BY

- Providing your full details including name, address, email, telephone number
- Providing complete and accurate details when lodging your request
- Recognising that the Town may not be able to handle your request and may need to refer you to another organisation
- Providing your feedback to find out what we do well and where we can improve
- Using appropriate courtesy in communication with our staff

OUR VALUES

The following values form the basis of our relationship with each other and with you:



OUR CUSTOMERS

We are dedicated to excellence in customer service and strive to ensure that your experience with the Town is a positive one.

OUR COMMUNITY

We work together with our community to develop appropriate solutions through open and ongoing consultation.

ENQUIRIES

We strive for excellence in the delivery of the service we provide you.

We aim to answer our telephones within five rings.

If you email or post a written enquiry to us, we will respond within two business days for a general* enquiry and five business days for more complex** enquires. If we fall outside of these times we will advise you of the delay.

* General — easily accessible information (e.g. animal registration fees, waste collections days)

** Complex — information requiring input from specialised areas and that may require a degree of investigation

COMPLAINTS & COMPLIMENTS

The Town is focused on consistently satisfying our customers' needs, however; we understand we may not achieve this in all our interactions with you. If this occurs, we would like you to tell us about it, as your feedback helps us to continuously improve our services.

Alternatively, if you feel our staff have exceeded your expectations in any way please let us know. By receiving compliments we can then acknowledge staff for their contribution and provide them with the recognition that they deserve. You can do this by contacting Customer Service on **9285 4300** or www.claremont.wa.gov.au/contactus

WHAT IS A COMPLAINT?

We define a complaint as dissatisfaction with the services of the Town and its contractors, or any actions of Town staff in carrying out these services, which you think needs addressing.

A complaint is not a request for service. A request for service is where you would like the Town of Claremont to take action.

For example:

- Barking dog
- Noise complaints
- Pot hole
- Verge parking
- Infringements

HOW DO I MAKE A COMPLAINT?

We would like you to tell us by calling Customer Service on **9285 4300**, submitting the online form, or completing the complaints form and sending to:

Town of Claremont, PO Box 54, Claremont WA 6910

IF YOU MAKE A COMPLAINT, WE WILL:

Our guarantee is that we will acknowledge all complaints within five working days and respond within ten working days. If you are not satisfied with our response or decision, you can:

- Arrange for your complaint to be reviewed by the CEO, or;
- Contact the Ombudsman WA, who receives, investigates and resolves complaints against local governments.

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