

Feedback Form

Please select from the following options:

☐ Compliment ☐ Complaint ☐ Suggestion ☐ Other

Response Required: ☐ Yes ☐ No

If yes, how? ☐ Phone ☐ Email ☐ Post ☐ In Person

Date: _____

First Name: _____

Last Name: _____

Postal Address: _____

Contact Number: _____

Email: _____

Details: _____

Customer Signature:

Receiving Officer:

Our Values



Courage - We embrace resilience and encourage innovative approaches



Empathy - We collaborate, support one another, and consider the impact of our actions on others



Excellence - We strive to uphold high standards and consistently strive for the best outcomes



Respect - We act with honesty and integrity, showing respect for each other and our customers

How to contact us

1 Longhurst Street Narembeen WA 6339

P: 08 9064 7308

E: admin@narembeen.wa.gov.au

W: www.narembeen.wa.gov.au

8.30am to 4.30pm Monday to Friday



Customer Service Charter

Together we grow



What can you expect from us

Our commitment to you is to :

- ▶ behave in an honest, ethical and accountable manner
- ▶ follow the Shire of Narembeen Code of Conduct
- ▶ keep you informed
- ▶ offer accurate and consistent information make information, resources and services accessible and inclusive
- ▶ provide attentive, polite, and professional service
- ▶ protect the privacy and confidentiality of personal information
- ▶ use processes that are effective, efficient, and transparent
- ▶ work with integrity.

Our service standards

We will:

- ▶ complete actions within a specified timeframe
- ▶ fair and impartial
- ▶ listen to our customers and take their views into consideration.

Our information will be:

- ▶ accurate, consistent, and timely
- ▶ easy to access
- ▶ practical and relevant.

Our staff will:

- ▶ be courteous, helpful, and respectful
- ▶ greet you promptly and introduce themselves
- ▶ listen to what you have to say
- ▶ follow through on any commitments they make
- ▶ value and encourage your feedback.

How you can help us to help you

You can help us to help you by:

- ▶ being involved in community consultation and engagement such as forums and surveys so we can understand and consider your opinions
- ▶ contacting us to arrange prior appointments where possible
- ▶ keeping us informed and letting us know when your details change
- ▶ providing accurate information so we can respond appropriately to your request
- ▶ treating staff with courtesy and respect
- ▶ providing feedback to help us improve our service understanding that we may not always be able to deliver the outcomes you would like, but we will provide an explanation why
- ▶ understanding that if our staff feel threatened or are the subject of abusive behaviour or language, they will terminate the communication immediately
- ▶ working collaboratively with us to identify solutions to issues.

Measuring and improving the quality of our service

We will measure and improve the quality of our service by:

- ▶ conducting a biannual 'Customer Satisfaction' survey
- ▶ implementing quality training for our staff
- ▶ obtaining feedback from the community

Compliments and Complaints

A **'Compliment'** is an expression of approval or the praise about our services. To give us a compliment with a simple 'Thank You' or acknowledge the quality service with a letter, email, or comment on our social media.

A **'Suggestion'** is an idea or proposal that you believe will help improve our services

A **'Works Request'** is used to report a problem or request a service from the Shire in relation to any of our services or facilities. A works request can be completed by attending our Administration Office or on our website. A Works Request is not a request for private works on private property or facilities.

A **Complaint** is an expression of dissatisfaction about our services or procedures.

What is not a complaint?

1. A request for service.
2. A request for information or an explanation of a policy or procedure.
3. Disagreement with a policy or procedure of the Council.
4. An expression concerning the general direction and performance or behaviour of Council or its Councillors; and
5. Reports about neighbours, noise, dogs, nuisances, unauthorised building work or similar
6. issues that fall into the regulatory aspect of the Shire's service.

