



Our vision and values were developed with the Community and are taken from the Strategic Community Plan 2017-2027.

OUR CONTACT AND SERVICE STANDARDS

We are committed to communicating with you in a timely and responsive manner in order to address your issues, enquiries and concerns.

CONTACTING US IN PERSON

When you make an enquiry at the front counter, we aim to resolve it as soon as possible. If your query requires technical advice or attention we will refer you to the appropriate staff member. If the staff member is not available, contact will be made with you within two working days.

CONTACTING US BY TELEPHONE

We will answer calls promptly and resolve your enquiry immediately if possible, however if your query requires technical advice or attention we will refer you to the relevant staff member. If no-one is available we will respond to your call within two working days.

CONTACTING US BY MAIL

If required, your request will be acknowledged as soon as practicable. We endeavour to provide a detailed response within ten working days.

CONTACTING US VIA OUR WEBSITE

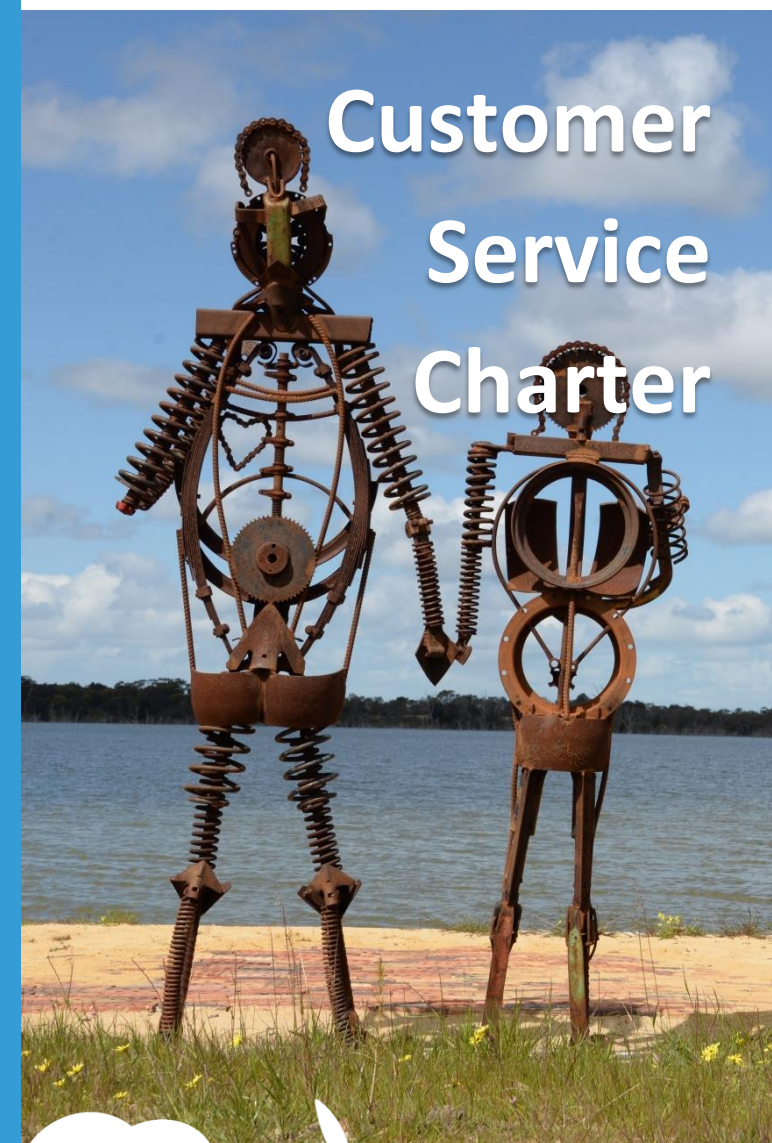
We will provide up to date information including forms, application forms, information sheets and meeting Agendas and Minutes on our website. After hours emergency numbers are available in the "contact us" section of the website.

CONTACTING COUNCILLORS

Councillors are elected members of the community, their role is to represent the community, provide leadership and guidance, facilitate communication between community and Council staff, make decisions on matters before Council, determine Council Policy, govern finances and provide forward planning and elevation of progress. Councillors are keen to hear the views of local residents on issues which are of concern. You can contact your local Councillor by email or telephone; contact details are available on our website and in the Katanning & District Business & Community Directory.



Shire of
Katanning



Customer Service Charter



CUSTOMER FEEDBACK FORM

Please select one of the following options:

Please note: A complaint is an expression of dissatisfaction, however made, about the standard of service, action or decision by the Council or its staff, affecting an individual or group.



Feedback/
Compliment



Formal
Complaint



Works
Request



Other

Response Required? Yes/no

If yes, how?



Date: ____/____/20____

Name: _____

Postal Address: _____

Contact Number: _____

Email: _____

Details: (if insufficient space, please attach additional comments)

OUR COMMITMENT TO YOU

The Shire of Katanning is committed to responsibly managing the Shire on behalf of the community. We make every effort to maintain the highest standards of service to ensure we meet the needs of our customers in a professional and ethical manner with courteous and efficient service.

When you contact us you can expect to be treated honestly and fairly. We welcome feedback on our customer service performance and invite you to provide input through submission on the attached feedback form, completing surveys and through formal correspondence.

We are committed to:

- Responding to your enquiries promptly
- Dealing with complaints fairly and professionally
- Keeping you informed in a timely manner
- Being an open and accessible Shire
- Providing fair and unbiased treatment
- Ensuring information, resources and services are accessible

You can help us meet our commitments by:

- Treating our staff with courtesy and respect
- Being open and honest in your dealings with us
- Letting us know when things change such as your address or contact details
- Respecting the rights of other customers
- Providing feedback about our services
- Making an appointment if you wish to speak with a specific officer
- Referring enquiries through the correct channels

COMPLAINT AND RESOLUTIONS PROCESS

Making a complaint is an expression of dissatisfaction, about the standard of service, action or decision by the Council or its staff, affecting an individual or group. You can lodge a complaint via our website, in writing, by telephone or in person at the Administration Office.

How will your complaint be investigated?

1. When we receive your complaint, it will be recorded, and you will receive acknowledgement from us that your complaint has been received.
2. When we receive your complaint we will direct your concern to the most appropriate person within the Shire of Katanning who will be responsible for keeping you up to date on the progress of your complaint. Throughout the process, we may need to contact you to discuss your concerns or to seek more information.
3. Providing us with current contact details (such as a telephone number or email address) will ensure we can respond in a timely manner.
4. After investigation, we will respond outlining the outcome.
5. We will endeavour to resolve your complaint within ten working days, if we require further information or time, we will keep you informed of our progress.

Street Address: 52 Austral Tce Katanning WA 6317

Postal Address: PO Box 130, Katanning WA 6317

Phone: 9821 9999

Email: admin@katanning.wa.gov.au

Website: www.katanning.wa.gov.au

 www.facebook.com/ShireOfKatanning



