



## SUGGESTIONS FOR IMPROVEMENT

### Feedback:

We value all types of feedback including compliments, concerns and suggestions for improvement. Please complete the feedback form available in this charter, at each of our contact centres or on our website.

### Service Request:

A request for service is where you need the Town to take action, for example:

- a barking dog
- a pot hole
- verge tree pruning
- illegal parking

### Complaints:

We define complaint as an allegation of unmet service standards, inappropriate behaviour by staff, contractors or a councillor and non-compliance with a Town policy or procedure.

Complaints need to be made in writing via a letter, email or online form available on the website.

We will investigate anonymous complaints to the best of our ability but may have limitations in providing a resolution, so we ask that you please leave your contact details.

## FREEDOM OF INFORMATION

The Western Australian Freedom of Information Act 1992 gives you the right to apply for access to documents held by state public sector agencies which includes government departments, local authorities, statutory authorities and Ministers. This is commonly known as an FOI.



The Town of Victoria Park as an agency will:

- assist the public to obtain access to documents in the possession of the Town
- assist the public to ensure that personal information contained in documents are accurate, complete and not misleading.

For help on submitting an FOI application, or if you have any queries, please contact us.

## ACCESS AND INCLUSION

- The Town of Victoria Park is committed to ensuring people with disabilities are able to access Council's services, facilities, employment and information by providing them with the same opportunities, rights and responsibilities enjoyed by other people in the community.
- For more information on the Town's Disability Access and Inclusion Plan, including translation and interpreter options, please contact us.
- This charter is available in alternative formats upon request.



CONNECT WITH US   



## HELP US TO HELP YOU

- Provide us with accurate, complete information and documents.
- Inform us promptly of any change of address, or name change.
- Provide us with feedback so we can improve the quality of our services.
- Understand if a Town officer feels threatened, or are the subject of abusive language or behaviour, they may stop the interaction immediately.
- contact us ahead of time to make an appointment if your enquiry is lengthy or complex.
- Participate in community consultation projects.

## HANDY CONTACTS

After hours: **9311 8188**  
 Media enquiries: **9311 8194**  
 Graffiti: **9311 8111**  
 Traffic signs: **131 138**  
**mainroads.wa.gov.au**

For further information call the Town of Victoria Park on **9311 8111** or visit **victoriapark.wa.gov.au**



## Customer Service Charter



### Our mission

To understand what you need and work in partnership with you to achieve it.



## YOUR CUSTOMER SERVICE COMMITMENTS

The Town of Victoria Park is committed to being a people-focused organisation that provides excellent customer service. Our service is adjusted to suit our customers' needs, is valuable and is of the highest possible standard.

We will work to achieve this through the following customer service values.

### Prompt attention

We will respond to your query in a timely manner and keep you updated on progress.

### Helpful attitude

We will be polite, courteous and professional and treat you with respect, without personal bias.

### Careful listening

We will seek to understand your needs before we take action.

### Problem resolution

We will take responsibility to address your needs and be accountable for an appropriate outcome.

### Demonstrating appreciation

We will show gratitude when your needs are brought to our attention and actively seek feedback on your experience.

## ONLINE

- We will keep our website and social media profiles up to date.
- We will respond to questions asked on our social media channels within 24 hours during business hours. We will respond to urgent matters where possible after hours.
- We will keep up to date with best practice online service. Our engagement findings will be posted online.
- We will provide helpful and relevant information through all online channels.

## IN WRITING (includes email and letter)

- We will respond in a clear, concise manner using plain english.
- We will respond to correspondence within seven working days and keep you informed of the progress of your enquiry if any delays occur.
- We will confirm receipt of emails sent to the Town's mailbox immediately and within 48 hours we will advise you of the officer or department responsible for your query.
- We will use the most suitable method of contact for a response, to ensure prompt service.



## TELEPHONE

- We will answer your call courteously, professionally and identify ourselves by name.
- We will inform an appropriate officer when we are transferring your call so you don't have to explain your query multiple times.
- We will endeavour to answer the telephone within three rings.
- We will inform you of any delays and offer to call you back.
- If you request a call back we will contact you within 24 hours.

## FACE-TO-FACE

- We will be professional, welcoming and attend to you as quickly as possible.
- We will be easily identifiable and wear a name badge so you know who you are speaking to.
- We will be considerate of your privacy and confidentiality.
- We will provide you with information about what is happening within the Town and offer relevant available services to you.



## FEEDBACK FORM

Compliment  Improvement  Concern  Complaint

Name: .....

Address: .....

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Phone: .....

Email: .....

Comment: .....

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If you require assistance in completing this form, please contact us on **9311 8111** or email [admin@vicpark.wa.gov.au](mailto:admin@vicpark.wa.gov.au)

Please return this form:

Post: **Town of Victoria Park  
Locked Bag 437  
Victoria Park WA 6979**

Email: [admin@vicpark.wa.gov.au](mailto:admin@vicpark.wa.gov.au)

In person: **99 Shepperton Road  
Victoria Park**

This form can also be completed online at [victoriapark.wa.gov.au/contact-us](http://victoriapark.wa.gov.au/contact-us)

This document is available in alternative formats.

