

# Customer Service Charter

At the City of Kalamunda we know creating a great place to live, means openly communicating with our customers and the broader community, responding to enquiries efficiently, as well as listening and accepting feedback to improve your customer service experience.

The Customer Service Charter is a statement of standards which summarises our commitment to you.

**Our vision is to make 'our customers the 'key influencers' in the development, improvement and delivery of our services'.**

This means we aim to ensure all customer interactions with the City of Kalamunda are timely and meaningful. If not, we will use your feedback to improve them.

Best practice customer service outcomes can only be achieved with a combination of high service standards, proactive delivery, and consistently improving processes and procedures.

## Our Promise

This charter lets you know what you can expect from us, and what to do if you feel these standards are not being met. Our customer service principles outline our promise to you.

We aim to ensure that customers:

- receive timely responses
- have meaningful interactions
- are made to feel like the only customer
- are helped to help themselves
- are informed and will help inform our services.



Our full Customer Service Strategy outlines the strategies and actions we will perform under each of these principles to instill them into the everyday fabric of our organisation.

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[kalamunda.wa.gov.au](http://kalamunda.wa.gov.au)

## Communication

Efficient communication is a vital part of customer service. We aim to respond and communicate with you within the following timeframes.



### Face-to-face

immediately during business hours



### Phone

in most instances we will answer your call at the time you ring, but if we can't, please leave a message and we will call you back within 1 business day



### Email

we will respond within 5 business days



### Mail

we will respond within 10 business days (allowing for postage)



### Social Media

we will respond within 24 hours during business hours



**Online self-services** are available 24 hours per day, 7 days a week

## Customer Service Requests

If your enquiry needs further investigation, we will enter it into our records system as a Customer Service Request which is tracked for a response within 5 business days. If we don't have a resolution, in this timeframe, we will still get in touch to let you know the next steps to progress your enquiry and an expected new timeframe for a progress update, until the matter is finalised.

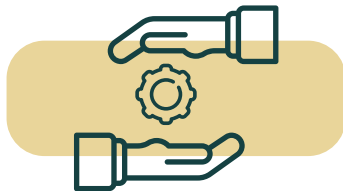
For detailed standard timeframes for all the services we provide, from waste, to street cleaning, footpath repairs and graffiti removal, to completing permits and applications, please visit [kalamunda.wa.gov.au/servicestandards](https://kalamunda.wa.gov.au/servicestandards)



## Help us help you

We want to provide you with the best possible customer service. To help us we ask that you please:

- **treat our staff with courtesy and respect**
- **provide accurate and complete information**
- **advise us if your details change**
- **make an appointment for a complex enquiry or a need to see a specific officer**
- **work with us to reach viable resolutions**
- **give us feedback and make any suggestions for improvement.**



## Access and inclusion

The City of Kalamunda welcomes all abilities and champions inclusion. The City always looks to improve accessibility and inclusivity in everything we do. Please reach out to discuss how we can help champion social inclusion within the City of Kalamunda.

Upon request, the City can provide information in alternative formats including electronically by email, in hard copy such as large print, standard print or Easy Read.

If you are deaf, or have a hearing or speech impairment you can receive assistance in contacting the City via the National Relay Service. For more information visit [accesshub.gov.au](https://accesshub.gov.au) or on 1300 555 727.

**Interpreter Service:** If you need an interpreter you may contact the City directly through the national Translating and Interpreting Service (TIS) by calling 13 14 50 and ask to be connected to 9257 9999.

Please note: We strive to ensure the City of Kalamunda is a safe and courteous place for all staff and customers. We are unable to serve, abusive customers who threaten staff, other customers or use offensive language. In the instance of a face to face interaction, officers may walk away. On the telephone, officers can terminate the call. If via electronic communication, the customer address may be blocked. A decision may then be made to cease all communication to such a customer. They will be notified of this in writing. Extreme and persistent threatening behaviour will be reported to the Police.



## Feedback

We aim to exceed your expectations whenever you contact us. However, we understand this doesn't always happen. Your feedback on our processes, services and staff is really important to us.

We will use your feedback to monitor and improve our service for the benefit of all our customers. We are also committed to engaging the community in our decision-making processes.

To give feedback and have your say on any Council matter, project or service, please visit [kalamunda.wa.gov.au/haveyoursay](https://kalamunda.wa.gov.au/haveyoursay)



## Complaints

We recognise complaints are different to enquiries. They are generally of a more serious nature, more complex or can involve multiple areas across the organisation.

If you lodge a 'complaint' it will follow the City's "four tier approach" to complaint handling. For more information please visit [kalamunda.wa.gov.au/our-city/report-it/lodge-a-complaint-or-feedback](https://kalamunda.wa.gov.au/our-city/report-it/lodge-a-complaint-or-feedback)

## Performance measurement

We conduct regular internal and external customer satisfaction surveys and participate in local government community perception benchmarking to assess performance and focus on areas for improvement.


Our enquiries and complaints reporting also helps us assess how we are doing against the promises we've made to you.

Along with our Customer Service Strategy, a snapshot of our community perception survey results, and our Complaints Process are published on our website. Actions toward meeting Corporate Business Plan performance indicators are outlined in our Annual Report.

## Contact us

Business hours  
Monday – Friday | 8:30am–5:00pm

 2 Railway Road, Kalamunda WA 6076

 9257 9999

 [enquiries@kalamunda.wa.gov.au](mailto:enquiries@kalamunda.wa.gov.au)

 [kalamunda.wa.gov.au](https://kalamunda.wa.gov.au)

 Box 42, Kalamunda WA 6926

