

# CUSTOMER SERVICE STANDARDS FOR COMPLAINTS

When we receive your complaint we will:

- listen to your concerns and treat your complaints with the utmost confidentiality;
- provide an interpreter if you need one;
- acknowledge that we have received your written complaint;
- examine your complaint impartially;
- inform you and the relevant staff of what we found;
- tell you about any action we have taken, and,
- use your complaint to help improve our products or services;

For further information on the Shire’s complaint process please refer to our Complaints Management Policy, which is available on our website [www.swek.wa.gov.au](http://www.swek.wa.gov.au)



## NEED MORE INFORMATION?

You can contact us to make an enquiry, lodge a customer service request or a complaint:

In person by visiting one of the Shire Administration Offices, or by telephone between the hours of 8:00am to 4:00pm Monday to Friday (except Public Holidays) at:

<b>Kununurra Administration Office</b>	<b>Wyndham Administration Office</b>
20 Coolibah Drive, Kununurra	Koolama Street, Wyndham
Ph: (08) 9168 4100	Ph: (08) 9161 1200
Fax: (08) 9168 1798	Fax: (08) 9161 1295
By post to PO Box 614, Kununurra, WA, 6743	
By email to: <a href="mailto:mail@swek.wa.gov.au">mail@swek.wa.gov.au</a>	
Via the internet by visiting the Shire’s website at: <a href="http://www.swek.wa.gov.au">www.swek.wa.gov.au</a>	

## SEEKING FURTHER ASSISTANCE OR ACTION

If you feel your enquiry or complaint to the Shire is not resolved, you can contact us for review. If you believe the matter requires further action you can contact the Ombudsman Western Australia.

Ombudsman Western Australia  
 Level 2, Albert Facey House  
 469 Wellington Street, Perth, WA, 6000  
 PO Box Z5386

St Georges Terrace, Perth, WA, 6831

Please also refer to the Ombudsman’s website for assistance and guidelines relevant to lodging a complaint:

[www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

SHIRE of  
 WYNDHAM  
 EAST KIMBERLEY



## INTRODUCTION

The Shire of Wyndham East Kimberley aims to achieve the best possible outcomes by working with our partners to build strong relationships, and demonstrate our focus on making a difference for our local communities.

All employees, volunteers and contractors are expected to adhere to this charter, and deliver a high level of service to clients, partners and colleagues.

## CUSTOMER SERVICE STANDARDS

### WE ENDEAVOUR TO:

- listen carefully to what you have to say;
- treat you with courtesy and respect;
- follow through on commitments we make;
- provide clear and concise information and advice;
- seek to resolve requests in the first instance;
- value and encourage your feedback;
- take complaints seriously and provide a resolution or response within established timeframes;
- provide you with the name and contact details of the officer dealing with your enquiry.



## OUR SERVICE COMMITMENT TO YOU

- answer telephone calls promptly or give you an opportunity to leave a voice message;
- respond by the end of the next working day if you request a call back;
- respond to verbal enquires within three (3) working days;
- respond to written enquires within ten (10) working days. Where written enquires require additional time to give a response that fact will be communicated as well as an estimate of the time it will take to provide the response;
- acknowledge any written complaints within ten (10) working days;
- update you on the progress of your enquiry or complaint if a delay is likely and,
- advise you of the outcomes from your enquiry or complaint;
- the Shire is committed to responding to all complaints and encourages feedback. Staff at the Shire will undertake to resolve all complaints in an unbiased, fair and timely manner.



SHIRE of  
WYNDHAM  
EAST KIMBERLEY

## HOW YOU CAN HELP US

To help us to help you:

- contact us as soon as possible about your concerns using our published contact options;
- treat our staff with respect and courtesy;
- provide us with accurate and detailed information so we can respond appropriately to your enquiry;
- provide current contact details and advise us if they change, and,
- provide us with feedback so we can deliver better services and programs.

## UNACCEPTABLE BEHAVIOURS

As we treat you with courtesy and respect we will not accept:

- any act of written or verbal abuse, including those of a discriminatory nature;
- threatening behaviour or intimidation;
- serious or persistent harassment;
- behaviour that causes anyone to feel upset, threatened, frightened or physically at risk.

