



Customer Service Charter



We value your feedback

We would like to hear from you whether you have a request for service, a complaint or compliment. Your feedback assists us to monitor the quality and standard of our service.

In person:
Administration Building
Civic Boulevard, Rockingham
Monday to Friday
8.30am to 4.30pm

In writing:
Chief Executive Officer
City of Rockingham
PO Box 2142
ROCKINGHAM DC WA 6967

By phone: 08 9528 0333

By fax: 08 9592 1705

By email: council@rockingham.wa.gov.au
Twitter: www.twitter.com/RockinghamCity

Facebook: www.facebook.com/CityofRockingham
YouTube: www.youtube.com/CityofRockingham

Our commitment

The City of Rockingham is committed to providing you with a friendly, positive, professional and efficient service. Our Customer Service Charter outlines our commitment and gives you standards against which to measure our performance. It also provides our staff with clear standards to aspire to. We will continually strive to improve the quality and standard of our service.



www.rockingham.wa.gov.au



Our Community's vision for the future

The community, in partnership with the Council has developed a clear and powerful vision for the future of the City of Rockingham. This vision will guide and assist us with our continuing journey in leading Rockingham's evolution into one of the safest, most liveable and sustainable Cities in the nation.

Who are our customers?

Our Customer Service Charter relates to any person or organisation having dealings with the City of Rockingham.

Service standards you can expect

We will:

- Treat customers with courtesy, respect and understanding
- Deal with your request promptly
- Supply our customers with accurate information
- Take ownership of your enquiry and always strive for first contact resolution
- Ensure our website contains quality and easily accessible information

In person

- We will provide you with a friendly, positive, professional and efficient service
- Our frontline Customer Service staff will wear our corporate wardrobe
- All staff will wear a name badge
- We will listen and discuss your requirements in full
- We will take ownership of your enquiry and strive for first contact resolution
- If our Customer Service staff are unable to assist because your enquiry requires specialised information, the appropriate Officer will be called to the counter and will attend within five minutes
- If the Officer you have requested is not available, we will ensure an appropriate Officer attends to your enquiry. Alternatively, we will arrange for the Officer to contact you to schedule an appointment

On the telephone

- We will endeavour to answer your call within six (6) rings
- We will provide a 24-hour telephone service for after hours emergency calls
- We will answer all calls courteously and introduce ourselves using our first name
- We will make every effort to take ownership of your enquiry to reduce transferred calls
- When we need to transfer your call, we will ensure that you are put in contact with the most appropriate person
- We will return any messages within one (1) business day

Social Media

- We will reply to your query within one (1) business day

In writing

(including letters, email & fax)

- We will write to you in clear, concise language that is easy to understand
- We will send out standard information within 24 hours
- Upon receipt of your enquiry or request for service, we will send you an acknowledgement card/email, which will provide you with a reference number and the contact details of the Officer handling your enquiry
- General correspondence will be responded to within seven (7) business days
- If your enquiry is complex and requires in-depth research or is of a technical nature that will take longer than seven (7) business days, we will acknowledge your letter, provide details of the Officer handling your enquiry and, where possible, provide a completion date

Disability Access and Inclusion

The City of Rockingham acknowledges that people with a disability are valuable members of our community who are entitled to equitable access to services and facilities
For further information on the City's Disability Access and Inclusion Plan:

- Visit the City's website www.rockingham.gov.au or
- Telephone 08 9528 0333 or the National Relay Service on 13 36 77

How you can help us meet our commitment

We ask you to:

- Treat our staff how you would like to be treated
- Have a note pad and pen on hand when you call the City of Rockingham
- Supply us with complete and accurate information
- Inform us promptly of any change of details
- Contact the nominated Officer on correspondence sent to you and quote the reference number

