



Customer Service Charter

In keeping our promises to you, we will ensure that the professional service we provide will enhance the unique quality of life and lifestyle of all the community in the Shire of Nannup.

OUR PROMISES TO YOU



We will provide courteous and efficient service by:

- Providing staff who are trained to deal competently with your enquiry.
- Ensuring staff are fully informed about services, policies and procedures.
- Providing quality service in all areas of the Shire during office hours.



We will display an image that enhances our community by:

- Observing a dress standard that is both neat and suitable.
- Conducting ourselves in a professional manner that enhances the image of Council and the community.



We will respond to community needs promptly and effectively by:

- Responding to customer telephone calls promptly in a prompt and courteous manner.
- Acknowledging customers at the counter as soon as they arrive at all times.



We will reply to all communications promptly by:

- Responding to telephone messages the same day if possible otherwise within three working days.
- Where a response to written correspondence cannot be provided within 10 working days the correspondent will be advised a date when a response will be provided.
- Resolving complaints and disputes as quickly as possible with a goal of 15 working days' maximum, but for complex issues will maintain an open and acceptable dispute resolution process.



We will provide accurate information at all times by:

- Providing easily readable and up-to-date brochures, policy manuals and other written documents.
- Managing sensitive material with care and consideration for the individual or organisation affected.



We will update on changes affecting the community by:

- Providing our customers with new and relevant changes to policies, procedures, environmental and community interests through a number of communication services.



We will seek community feedback relating to our services by:

- Utilising customer surveys, interviews and other sources that will allow us to monitor customer service delivery.

OUR COMMITMENT IN THE SERVICES WE PROVIDE

- Treat all customers with courtesy, respect and fairness.
- Provide efficient and reliable service in a timely manner.
- Make ourselves available and accountable to our customers.
- Provide customers with accessible, informative and user friendly information.
- Maintain our community facilities to an acceptable standard.
- Invite and evaluate feedback to improve services to the community.

EMERGENCY AND AFTER HOURS OPERATIONS



We will, where practicable and safe for Shire employees, respond after-hours in the areas of:

- Fires and bushfires
- Dangerous road conditions
- Fallen trees on roads
- Flooding/drainage

COMMUNITY SERVICES



We will provide facilities and services to all members of the community in the areas of:

- Information
- Facilities
- Tourism
- Agendas
- Health and Sanitation
- Youth

COMMUNITY LAW



We will set and maintain acceptable community standards in the areas of:

- Animal Control and Welfare
- Fire Control
- Equitable Parking Facilities
- Environment Protection

BUILDING AND CONSTRUCTION



We will ensure that private and community buildings are constructed and maintained in accordance with relevant legislation and the Building Code of Australia.

ROADS, PARKS AND GARDENS



We will maintain suitable road & drainage infrastructure for the needs of the Shire.

We will ensure that Shire parks, gardens, and associated facilities are kept accessible, neat and clean and addressing appropriate safety standards.

PLANNING AND DEVELOPMENT



We will plan and coordinate orderly development and growth of the Shire in the areas of:

- Residential
- Commercial
- Industrial
- Rural
- Tourism
- Special Rural

YOU CAN HELP US TO MEET OUR COMMITMENT TO YOU BY:

- Letting us know when things change, such as your address or contact details.
- Be respectful and courteous to Shire staff.
- Contact us to arrange an appointment where possible.
- Provide accurate and complete information.
- Be honest in your dealings with us.
- Let us know if our delivery and standards of service needs to improve.



Rude, abusive or aggressive behaviour may result in the staff member warning the customer. If the behaviour continues, after a warning has been given, communication will be terminated.

Customer satisfaction is important at the Shire of Nannup. As we endeavour to deliver even better service, we encourage you to give feedback. Whether you have a request for service, a complaint or a compliment, we would like to hear from you.

How to contact us:

In person: Shire Administration Centre
15 Adam Street,
Nannup, Western Australia, 6275
Phone: (08) 9756 1018
Email: nannup@nannup.wa.gov.au

Facebook: Shire of Nannup / Experience Nannup
Instagram: Experience Nannup / Nannup Trails
Mail: PO Box 11, Nannup, Western Australia, 6275
Western Australia 6275
Web: www.nannup.wa.gov.au



Shire of
Nannup
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