

Customer Service Charter

Mission

To deliver affordable and quality government services.

Values

Our values provide a strong foundation for our Customer Service Charter.

Our Values

Service

Provide the best service we can.
We serve the community and each other.

Accountability

We take responsibility for our own actions.
We do what we say we will do.
Mistakes are an opportunity to learn.

Support

We support our team and our community.
Look for opportunities to help each other.

Respect

We respect and value others.
Our interactions are always respectful towards others.

Integrity

We will be honest and transparent with all our dealings.
Maintain confidentiality.
Trust each other.

Achievement

Being proactive and enabling the outcomes.
Be creative and think outside the square.



The Shire of Cocos (Keeling) Islands is committed to maintaining the highest standards of service to ensure we meet the needs of our customers in a professional and ethical manner with courteous and efficient service.

When you contact us you can expect to be treated honestly and fairly. We encourage feedback on our customer service performance and welcome your input through submission of the Customer Feedback Form, surveys and formal correspondence.

Customer Service Principle:

“No wrong door”. We operate as a team and will work together to ensure the customer does not have to navigate our internal staff structure. Whomever takes your enquiry will ensure it gets to the right person.

Our Commitment to you:

- We will be guided by our values in all our interactions with you.
- We will respond to your enquiries promptly and professionally.
- We will keep you informed about the progress of your query, application, request or complaint.
- We will provide all our customers with fair and unbiased treatment.
- We will ensure our information, resources and services are accessible to all.
- We will take a genuine interest in your concern or query.
- We will maintain confidentiality and respect your rights for privacy.
- We will endeavour to keep notes of our conversations with you and to share those notes with you.

You can help us to meet our commitment to you by:

- Treating our staff with courtesy and respect.
- Being open and honest in your dealings with us.
- Letting us know when your details, such as your address, change.
- Respecting the rights of other customers.
- Providing us with feedback about our operation and services.
- Making an appointment if you wish to speak with a specific officer.

Service Standards:

- **Contacting us in person:** You will be greeted by a staff member during opening hours. When you make an enquiry at the front counter, we aim to resolve it as soon as practicable. If your query requires technical advice or attention, we will refer you to the appropriate staff member. If the staff member is not available, contact will be made with you within two working days.

- **Contacting us by telephone:** We will answer calls promptly and professionally. We will aim resolve your enquiry immediately if possible, however if your query requires technical advice or attention, we will refer you to a relevant staff member. If the relevant staff member is not available, we will have your call returned within two working days. We will follow up phone enquiries with an email to you, wherever possible, to confirm that the information you have provided has been accurately captured.
- **Writing to us:** Your request will be acknowledged as soon as practicable (within 3 - 5 working days) and we will endeavour to provide an estimate of how long a detailed response or resolution will take.
- **Contacting us via our Website:** We will provide up to date information including forms, application forms and information sheets. Council meeting Agendas will be available on our website 72 hours prior to the meeting and Minutes will be available within ten working days following the meeting.
- **After hours:** Emergency contacts are available in the Council Contacts & Opening Hours section of the website.
- **Contacting Councillors:** Councillors are elected members of the community and a large part of their role is to represent the community. Councillors are keen to hear the views of local residents on issues which are of concern. You can contact your local Councillor by email or telephone; contact details are available on our website <https://shire.cc/en/your-council/meet-the-council.html>

Complaint and Resolution Process:

Making a Complaint

A complaint is an expression of dissatisfaction, however made, about the standard of service, action or decision by the Council or its staff, affecting an individual or group. You can lodge a complaint via our website, by writing to us, by telephone or in person at the Administration Office.

How will your complaint be investigated?

1. When we receive your complaint it will be recorded, and you will receive acknowledgment from us that your complaint has been received.
2. When we receive your complaint, we will direct your concern to the most appropriate person within the Shire of Cocos (Keeling) Islands who will be responsible for keeping you up to date on the progress of your complaint. Throughout the process, we may need to contact you to discuss your concerns or to ask for more information.
3. We will do our best to maintain confidentiality. Where it is necessary to share the nature of your complaint in order to resolve it, or in the interests of natural justice, we will advise you of how we will share your complaint and with whom before taking any such action.
4. Providing us with current contact details (such as a telephone number or email address) will ensure we provide a response as soon as possible.
5. After investigating, we will respond and aim to resolve your complaint, giving reasons for our response.
6. We will do our best to resolve your complaint within ten working days but if we require more information or time, we will keep you informed of our progress.

Customer Feedback Form - See attached.

Public Sector Commission

Should you have a concern of misconduct or of a serious nature and you do not feel you can bring that concern to the Acting Chief Executive Officer, staff or a Councillor, you are welcome to contact the Public Sector Commission (PSC) for advice. The PSC is the agency that responds to and investigates allegations of misconduct in the public sector. They can be contacted via the PSC's Advisory service on 08 6552 8888. The PSC will be able to indicate whether your concerns are within the jurisdiction and if it would be appropriate to make a report to the PSC, or to direct it elsewhere.

For further information or to discuss our Customer Service Charter, please feel free to contact the Acting Chief Executive Officer on (08) 9162 6649 or email ibrahim.macrae@cocos.wa.gov.au