

# OUR CUSTOMER SERVICE COMMITMENT



*Delivering a positive and consistent customer experience*



# OUR CUSTOMER SERVICE COMMITMENT

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**At the City of Wanneroo we strive to provide excellence in service delivery and see customer service as a commitment where our team aim to deliver a high-quality experience throughout every connection our customers have with us.**

We understand that our customers may have several contacts with more than one person from our organisation as well as other touchpoints that may not be with a person, for example through our digital channel offerings and services. Our Customer Service Commitment aligns to our 'Customer First' approach in putting our customers at the heart of everything we do and outlines our commitment to you on the standards of service you can expect to receive from us, each and every time you connect with the City.

## OUR CUSTOMER FIRST PRINCIPLES

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**The following key principles support our intention to provide the best possible customer experience consistently across every connection we have with our customers:**

### **EASE**

We make it easier and simpler to deal with the City.

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### **ACCESSIBILITY**

We ensure information and our services are accessible to all.

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### **RELIABILITY**

We deliver a reliable, consistent and high quality customer experience.

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### **RESPONSIVENESS**

We respond in a timely manner and use feedback to improve.

We will monitor how the City delivers on its Customer Service Commitment regularly.

Our customers have a range of options when connecting with the City. These currently include:

- In person - by attending the City of Wanneroo Civic Centre, Clarkson Library Customer Service desk or other service locations such as our Libraries and Community Centres.
- On-site visits – where our staff will meet with you in person at your place of residence, in the community or at a location convenient to you.
- Via the telephone - through our dedicated Customer Relations Centre or directly with our staff.
- Online form submissions via our website.
- Via digital channels and services - by accessing the City's website, social media channels, apps and eRates;
- In writing - which also includes email.

### **When you visit us in person, we will:**

- Provide ease of access and be professional in our appearance.
- Be friendly, welcoming and attend to your enquiry promptly.
- Take the time to have a conversation with you.

### **When you connect with us by phone, we will:**

- Answer your call promptly.
- Identify ourselves by name and area of business.
- Be friendly and actively listen to understand your enquiry.
- Take ownership of your enquiry and strive for first contact resolution.
- Seek permission from you before transferring or putting your call on hold.

### **When you connect with us through our website, social media or other digital channels, we will:**

- Ensure information is accurate, simple and easily understood.
- Respond to enquiries, applications and posts in a timely and professional manner.
- Provide a personalised experience and tailor our response to your needs.
- Promote community events and services.
- Continue to provide additional online and digital channels that are user friendly and accessible during non-business hours.

### **When you contact us in writing or via email, we will:**

- Acknowledge your enquiry within 7 business days.
- Inform you of when you can expect to receive a response.
- Use simple, clear language that is easy to understand.

### **Throughout all of our interactions with you, we will:**

- Ensure ease of access to our services.
- Do what we say we will.
- Offer help and assistance to suit your personal and individual needs.
- Be aware of the needs of our customers with disabilities, language barriers and cultural differences and endeavour to identify a variety of service options to assist you.
- Inform you of any delays and keep you informed of the progress of your enquiry.
- Provide accurate, clear and consistent information.
- Protect and respect your personal information and will not disclose it unless the information is to be used for the purpose for which it was collected or is a directly related purpose.
- Be courteous and respectful.



# HOW YOU CAN HELP US DELIVER ON OUR COMMITMENT

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**We recognise and understand that customer service involves two way communication.**

You can help us by:

- Being polite and respectful towards our staff.
- Quoting the reference number provided when contacting us about an open or existing enquiry.
- Providing us with timely and accurate information necessary for us to assist you.
- Letting us know if your contact details have changed.
- Participating in community engagement opportunities so that we can understand your views.
- Providing us with honest feedback on what we do well and where you feel we can improve.

## CUSTOMER FEEDBACK AND COMPLAINTS

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**The City of Wanneroo encourages customer feedback across our touchpoints and connections. We value you letting us know what works well so that we can celebrate our customer service achievements.**

As we strive to deliver high-quality customer service, we also encourage you to provide feedback on where you think we could improve.

### **The City defines a complaint as:**

***'Dissatisfaction with the services or products of the City and its contractors or with the actions of employees or Council in the provision of those services or products.'***

Customer feedback or complaints can be provided via any of our connections, online or by connecting with us by phone, email or in person.

### **When we receive a complaint from you, we will:**

- Listen objectively to your concerns.
- Aim to respond within 7 business days, however if your complaint requires in depth investigation we will contact you to provide a timeframe of when you can expect to receive a response.
- Impartially investigate your complaint.
- Investigate anonymous complaints to the best of our ability, however acknowledge we will be unable to provide you with a response.
- Keep you updated with the progress of your complaint and ultimately provide an outcome and inform you of any actions we have taken.
- Use the information you provide to improve our services.

Our customer commitments will help us keep improving.

# INFORMATION & CONTACTS

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## City of Wanneroo Civic Centre

23 Dundobar Road  
Wanneroo, WA 6065

Locked Bag 1,  
Wanneroo, WA 6946

**Phone** 9405 5000

**After hours** 1300 138 393

## Clarkson Library

27 Ocean Keys Boulevard  
Clarkson, WA 6030

**Phone** 9407 1600

For City of Wanneroo opening hours  
please visit the City's contact us page  
at [wanneroo.wa.gov.au](http://wanneroo.wa.gov.au)

## WA Police Emergency

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## WA Police General

131 444 (Police assistance)

## Crime stoppers

1800 333 000

## Traffic Signs

131 138

## Main Roads

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

## Faulty Street Lights

1800 622 008

## Western Power

[westernpower.com.au](http://westernpower.com.au)

## THE NATIONAL RELAY SERVICE

The National Relay Service is a phone solution for people who are deaf or have a hearing or speech impairment. If you require assistance, please contact us through the National Relay Service website and ask them to contact the City of Wanneroo on 9405 5000.

## THE TRANSLATING AND INTERPRETING SERVICE

The Translating and Interpreting Service is an interpreting service, provided by the Department of Immigration and Citizenship, for people who do not speak English and for the English speakers who need to communicate with them.

If you need to contact us in your own language, you can contact us through the Translating and Interpreting Services on 13 14 50 and ask them to contact the City of Wanneroo on 9405 5000.

*This flyer is available in alternative formats upon request.*





Developed by Customer & Information Services

City of Wanneroo  
23 Dundobar Road  
Wanneroo WA 6065

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