

# Customer Service Charter



The City of Joondalup is a leading local government in Western Australia focussed on excellence in providing customers an efficient, consistent and friendly customer experience. We understand this is important to delivering the community a diverse range of services, programs and facilities which meet the changing needs and expectations of our residents, ratepayers, businesses and visitors.

## **Our commitments to you**

### **During all our interactions with you, we will:**

- show respect, empathy, and professionalism;
- keep communication simple and effective;
- provide you with accurate, timely and consistent information;
- take ownership of your enquiry and keep you informed of its progress; and
- identify ourselves by our first name and provide reference numbers related to your interaction.

### **We are also committed to:**

- taking measures to protect the privacy and confidentiality of personal information and data;
- connecting, consulting, and engaging with the community in decision making and planning activities;
- making information, resources, and services accessible and inclusive;
- continuously measuring and improving the quality of services by using customer surveys, feedback, and performance data; and
- recognising and celebrating excellence in customer service delivery.



## Service standards you can expect from us



**In person:** Customer Care representatives will attend to you promptly and endeavour to resolve your enquiry or request at the time of your visit, otherwise we will refer you to the relevant service area who may assist you.



**Telephone:** Phone calls will be answered promptly, and if requested, a call back will be made by the end of the next business day. All attempts will be made to resolve your enquiry at first point of contact by the most appropriate service area and not transfer your call more than once.



**Email, writing or web enquiry:** Requests for standard information, such as general enquiries or fact sheets, will be sent within two business days of receipt by the appropriate service unit. All other requests will be responded to, or resolved, within seven business days. Where further investigation is required, you will be provided an estimate of when you may receive an outcome to your enquiry.



**Website:** The City's corporate website [joondalup.wa.gov.au](http://joondalup.wa.gov.au) will be maintained daily and consist of relevant, up-to-date information and self-service options for residents, ratepayers, visitors and businesses.



**Social media:** General enquiries will be responded to in a timely manner. Complex enquiries and complaints should be directed via one of the above-mentioned customer contact channels. It may not be possible to respond to all posts on social media, however, we will aim to where necessary, or where appropriate to do so.

## How you can help us

**Customer service is people helping people.**

**Helping us help you. You can help us by:**

- providing timely accurate information to assist with your enquiry;
- showing care towards amenity and infrastructure and reporting issues which will maintain the high standard of liveability in our community;
- providing up to date contact details;
- contacting us if you need to speak with someone with specific knowledge or expertise so that we may respond effectively or arrange a meeting;
- treating employees with courtesy and respect; and
- providing feedback on your experience and offering suggestions where improvements in service delivery may be made.

## Customer feedback and complaints

We welcome feedback, whether it is recognition of a good experience or offering suggestions on ways to improve the customer experience and services.

You can provide feedback via our website, in writing, over the phone or in person by visiting our Customer Care Centre, Libraries and Craigie Leisure Centre.

All complaints received are managed in accordance with the complaint management process, based on best practice principles. If you are not happy with the review of your complaint, you may wish to contact an external agency such as the Ombudsman Western Australia at:

**PO Box Z5386**

**St Georges Terrace, Perth WA 6831**

**E: [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)**

**T: 08 9220 7555**

Where a matter is not within the City's jurisdiction, or you are unable to resolve an issue (e.g. dividing fence issues, neighbour disputes), you can access a free and confidential mediation service provided by independent, professional mediators.

Please contact us for more information about providing feedback, our complaint process and Community Mediation Service, using the options below.



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



### **Customer Care Centre**

City of Joondalup Administration Building  
90 Boas Avenue, Joondalup

*8.30am to 5.00pm Monday to Friday  
(except on public holidays)*



Main Contact Number **08 9400 4000**

### **National Relay Service Numbers**

TTY Number **13 36 77**

Voice Relay Number **1300 555 727**

SMS Relay Number **0423 677 767**

### **Non-English Speaker**

Translating and Interpreting Service (TIS)  
**13 14 50**



[info@joondalup.wa.gov.au](mailto:info@joondalup.wa.gov.au)



City of Joondalup  
PO Box 21  
Joondalup WA 6919  
Fax: 08 9300 1383



Connect with us on:





**T:** 08 9400 4000

**F:** 08 9300 1383

Boas Avenue Joondalup WA 6027

PO Box 21 Joondalup WA 6919

**[joondalup.wa.gov.au](http://joondalup.wa.gov.au)**



*This document is available in alternate formats upon request, such as larger print or Braille.*