

WHAT TO INCLUDE IN YOUR COMPLAINT

Your complaint should include details such as:

- Who or what you are complaining about
- What you think has gone wrong
- How you have been affected
- When the issue occurred
- Details of any telephone conversations and/or meetings
- Copies of any relevant documents (e.g. letters)
- What you have done to try resolve the issue
- The outcome you are seeking.

You may wish to obtain or download our [Compliment / Complaint / Works Request Form](#).

When we receive your complaint, we will:

- Acknowledge that we have received your complaint
- Keep your concerns confidential and discuss them only with the applicable persons
- Consider your complaint carefully
- Treat you fairly and impartially with courtesy and respect
- Keep you informed about the progress of your complaint
- Explain to you the reasons for any decision we make
- Tell you about any action we have taken
- Use your complaint to help improve our products or services.

TAKING A COMPLAINT FURTHER

If you have a complaint that you do not wish to raise directly with us, or after dealing with us, you are not satisfied with the outcome, you may refer the matter to the Ombudsman Western Australia.

Telephone (Country callers): 1800 117 000

Email: mail@ombudsman.wa.gov.au

Further information can be obtained by visiting:
www.ombudsman.wa.gov.au

MISCONDUCT

If your complaint involves alleged minor misconduct of a Shire employee, then you may wish to refer your complaint direct to the Public Sector Commission (PSC).

If your complaint involves alleged serious misconduct of a Shire employee, then you may wish to refer your complaint direct to the Corruption and Crime Commission (CCC).

If your complaint involves an alleged minor misconduct of an elected member, then you are encouraged to contact the Chief Executive Officer or the Public Interest Disclosure Officer at the Shire.

If your complaint involves an alleged serious misconduct of an elected member, then you are encouraged to contact the Department of Local Government, Sport and Cultural Industries.

<https://www.dlgsc.wa.gov.au/localgovernment/forcouncils/Pages/Breaches-of-the-Local-Government-Act.aspx>

The definitions of what constitutes minor and serious misconduct is detailed on the following websites:

<https://publicsector.wa.gov.au>

<https://www.ccc.wa.gov.au>

Shire of West Arthur

PO Box 112

31 Burrowes Street, DARKAN WA 6392

T: (08) 9736 2400

E: shire@westarthur.wa.gov.au

Shire of West Arthur Customer Service Charter



To value and enhance our community lifestyle and environment through strong local leadership, community involvement and effective service delivery.

Forest to Wheatbelt

KEY PRINCIPLES

We set achievable goals and work with the community to maintain a reputation of openness, honesty and accountability.

In doing so, we:

- Respect the points of view of individuals and groups
- Build on existing community involvement
- Encourage community leadership
- Promote self-reliance and initiative
- Recognise and celebrate achievement
- Support the principles of social justice; and
- Acknowledge the value of staff and volunteers.

Our employees are committed to providing customers with high quality service through access to consistent, accurate and relevant advice and information.

CUSTOMER SERVICE STANDARDS

Our employees will:

- Introduce themselves
- Listen carefully to what you have to say
- Be helpful, polite and courteous
- Follow through on any commitments they make value and encourage your feedback.

Our information will be:

- Easy to access
- Accurate and consistent
- Relevant and practical.

Our actions will be:

- Fair and impartial
- Completed within a specified timeframe
- Take your individual needs into consideration.

OUR COMMITMENT

We will:

- Answer telephone calls promptly and respond to telephone messages by the end of the next working day
- Respond to verbal queries within 5 working days
- Respond to written queries within 10 working days
- Respond to complaints within 10 working days
- Update you on the progress of your query or complaint if a delay is encountered
- Acknowledge and rectify when an error has occurred
- Honour the Shire of West Arthur's Code of Conduct for complaint handling
- In giving advice of a refusal, approval or authorisation (including a license or permit) with or without conditions, Council's service promise is that its officers will, in all instances, provide the details of how, to whom and by when, an appeal, objection or review of the decision can be made, if such right exists either at law in Council Policy.

HOW TO LODGE A COMPLIMENT, SUGGESTION, WORKS REQUEST OR COMPLAINT

We encourage you to help us improve our products, facilities and services by contacting us to:

- Compliment us on the services we do well
- Offer suggestions on what we might do differently
- Send a complaint and tell us what we can do better.

WHAT IS A ...

...**compliment?** - An expression of approval or praise about our products or services.

...**suggestion?** - An idea or proposal that you believe will help improve our products or services.

...**complaint?** - An expression of dissatisfaction about our products or services, or the complaints handling process itself, where you expect a response or a resolution.

...**works request?** - Reporting a problem or requesting a service from the Shire for Council provided services or facilities. Please obtain or download our [Compliment / Complaint / Works Request Form](#).

WHEN TO LODGE A COMPLIMENT?

To help us to continue to deliver quality services, you are encouraged to:

- Acknowledge quality service with a simple 'thank you'
- Acknowledge quality service with a letter, email or advice on our Facebook Page perhaps when you feel it is appropriate and justified
- Let us know so that we can acknowledge the employee/s in a small way.

You may wish to obtain or download our [Compliment / Complaint / Works Request Form](#).

WHEN TO LODGE A COMPLAINT?

To help us help you, we ask that you:

- Try to resolve the issue before lodging a complaint by contacting the employee you initially dealt with
- Clearly state your complaint and provide all relevant information
- Treat all employees with respect and courtesy.