

Customer Service

Charter

At the City of Kwinana, we are dedicated to providing an exceptional customer experience. Our residents and customers are our priority, and we strive to exceed your expectations in every interaction.

How we help you

- **Listening:** Actively listen to your concerns, feedback, and questions to thoroughly understand your needs.
- **Dignity and Respect:** Treat you with utmost dignity and respect in every interaction, valuing your perspective and experiences.
- **Fair and Honest:** Conduct business with integrity, fairness, and transparency, providing ethical service.
- **Clear and Accurate Information:** Offer clear, accurate, and up-to-date information to assist you in making informed decisions.
- **First Contact Resolution:** Strive to promptly and efficiently resolve your requests at first contact.
- **Privacy and Confidentiality:** Safeguard your personal information, respecting your privacy and confidentiality.
- **Keeping You Informed:** Provide regular updates on the progress of requests and changes within our community.

How you can help us

- **Keeping Us Informed:** Provide accurate and timely information to tailor our assistance to your needs.
- **Respecting Staff:** Cooperate in treating our staff with respect and dignity.
- **Respecting Others:** Respect the rights and experiences of other customers/residents, fostering a positive atmosphere for all.
- **Respecting Community Property:** Care for our community resources and shared spaces.
- **Constructive Feedback:** Provide constructive and honest feedback to shape our future improvements.

Our Service *Commitment*

1. Answer phone calls promptly during business hours.
2. Acknowledge you as soon as possible and attend to you within five minutes of your arrival.
3. Call you back by 5pm the next business day if requested.
4. Respond to social media inquiries by close of business on the day received (on business days).
5. Respond/acknowledge all written correspondence within three working days
6. Action all customer requests within ten working days and keep you informed of any delays.
7. Provide a detailed response to complaints within 10 working days.

Your feedback is *important*

We are dedicated to continuous improvement and your feedback is a crucial part of that process. Whether you have a service request, a compliment, a complaint, or a suggestion, we value your input.

How to provide feedback

You can share your feedback through various channels:



IN PERSON

At any of our facilities or to any City of Kwinana employee.



BY POST

PO Box 21, Kwinana WA 6966



ONLINE

kwinana.wa.gov.au/feedback



BY EMAIL

customer@kwinana.wa.gov.au



BY PHONE

9439 0200

Our Commitment to Your Feedback:

- We will acknowledge receipt of your feedback within one working day.
- Any decisions or actions taken regarding your feedback will be communicated to you within 10 working days. If more time is required, we will contact you with the reasons for the extension.
- Your feedback will be treated with confidentiality and in accordance with our customer feedback and complaints policies.
- We will consider all relevant information and actively seek resolution to address your concerns.
- We will manage your feedback in an accountable, transparent, timely and meaningful way.
- If required, concerns will be escalated to a Senior Officer for further attention.
- We will offer further conciliation when appropriate.
- If necessary, we may refer you to the Western Australian Ombudsman office.

We are committed to a safe and respectful environment. Unacceptable behaviour may result in communication suspension or discontinuation of services and facilities.

Contact us

Corner Gilmore Avenue and Sulphur Road, Kwinana WA 6167

PO Box 21, Kwinana WA 6966

Telephone 08 9439 0200 | Email customer@kwinana.wa.gov.au

Website kwinana.wa.gov.au | [f@ /cityofkwinana](https://www.facebook.com/cityofkwinana)

NRS 133 677 (hearing/speech impaired) | TIS National 131 450 (Translating and Interpreting Service)