

Customer Service Charter

Acknowledgment

Ngalla City of Bayswater kaatanginy baalapa Noongar Boodja baaranginy, Wadjuk moort Noongar moort, boordiar's koorra koorra, boordiar's ye yay ba boordiar's boordawyn wah.

The City of Bayswater acknowledges the Traditional Custodians of the land, the Whadjuk people of the Noongar Nation, and pays its respects to elders past, present and emerging.

The City of Bayswater has a strong customer focus and is dedicated to providing quality service for the community. We maintain high standards to ensure we meet the needs of our residents, visitors and businesses in a professional and efficient manner.



Every time you interact with the City, you will be treated honestly, respectfully and fairly. Our Customer Service Charter is based on the City's values, which are incorporated into every aspect of our operations.



Accountability

We are proud of the work we do on behalf of our community. We make ethical decisions, with transparent processes and seek input from our community at every opportunity.



Respect

Every interaction a customer has with the City will be respectful, positive, friendly and helpful.



Excellence

We provide high quality services for our community and strive for excellence in all customer service interactions.



Innovation

We embrace change and challenge ideas to continually improve our practices to ensure our community benefits.

Our commitment

Your satisfaction is our priority. Every interaction you have with us will be friendly, knowledgeable and professional. We are committed to:










- Listening and being respectful
- Working with you to find a solution
- Making decisions that are consistent with legislation and Council policies
- Providing information that is up-to-date, relevant and easily understood
- Respecting and protecting your personal information
- Providing a timely resolution to your request
- Striving for a resolution you are satisfied with; and explaining our reasoning if this cannot be achieved.

How you can help us








To help us provide the best service possible, you can:

- Contact us using our listed contact methods so we can answer your queries
- Let us know when things change, such as your address or contact details
- Provide us with accurate information
- Contact us to make an appointment if you have a complex request or need to see a specific officer
- Understand that the City may not have the authority to deal with your request and may need to refer you to another organisation
- Participate in community consultation projects so we understand your views
- Be respectful of other customers and their needs
- Be respectful to staff
- Provide feedback about your customer service experience so we can assess our performance
- Understand that if an officer feels threatened or subject to abusive language or behaviour, communication will be terminated immediately.

Our service standards

 In person	We aim to resolve queries at the initial point of contact. When this is not possible, we will phone or write to you with a response within 10 working days.
 By phone	We will answer calls promptly.
 In writing	We will respond to your correspondence (email, letter, online contact form) within 10 working days.
 Via our website	We will provide accessible and up-to-date information.
 Social media	We will respond within two working days when appropriate.
 Community engagement	We will seek to engage you with projects to help shape the City of Bayswater.
 Access and Inclusion	We will provide documents in alternative formats on request.

How to contact the City of Bayswater

 Phone us	(08) 9272 0622 Monday to Friday 8.30am to 5pm
 Email us	mail@bayswater.wa.gov.au
 Write to us	City of Bayswater PO Box 467, Morley WA 6943
 Visit us	Civic Centre 61 Broun Avenue, Morley WA 6062 Monday to Friday 8.30am to 4.30pm
 Visit our website	bayswater.wa.gov.au
 Assistance in contacting us	Hearing or Speech Impairment, contact us through the National Relay Service TTY - 13 36 77 Voice Relay - 1300 555 727 SMS relay - 0423 677 767 Translating and Interpreter Service - 13 14 50
 Report it	Snap Send Solve App

Tell us how we are doing

We value your feedback. It provides us with information that helps us improve our customer service.

If we've exceeded your expectations

It is important to know what works well. By telling us when you have received excellent customer service, we can recognise the efforts of our staff and ensure we replicate this level of service across the organisation.

If we don't meet your expectations

If the service you receive does not meet your expectations, please let us know.

Complaints can be submitted in writing via the City's website, by email or post, in person, or over the phone.



City of Bayswater

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