



Customer Service Charter

Introduction

The City of Subiaco's commitment to you

The Customer Service Charter is our commitment to customer service principles and identifies the service standards of the City.

The Customer Service Charter has been established to ensure that customer service standards are upheld within the framework of the City's strategic and operational plans, values, and code of conduct. At the heart of this charter is a commitment to our customers that they can expect prompt, professional, courteous, and helpful service from employees.

The City aims to provide a level of customer service that does not attract complaints, but acknowledges the right of people to provide positive and negative feedback. This feedback may be about customer service, or the services provided by the City.

Vision and values

Vision

In 2030 the City of Subiaco is a unique, popular and welcoming place. The City celebrates its rich history, while embracing the diversity and vitality of the present. The parks, public spaces, events and recreational opportunities are easily accessible and promote a healthy and happy lifestyle for all. There is a diverse range of local businesses and entertainment that contribute to a lively atmosphere.

The City faces the challenges of the future with strong leadership, an innovative approach and an emphasis on community values and voices. Sustainability, in all its forms, is at the core of the community and underpins the City's operations.

Our values

- **Respect** – We acknowledge and value the opinions and contributions of others.
- **Integrity** – We are committed to being ethical, honest, and transparent in everything we do.
- **Customer service** – We aim to deliver a high-quality service that is both efficient and professional.
- **Teamwork** – We work cooperatively and support one another to achieve our goals.

The City of Subiaco aims to be innovative, responsive and maintain a strong customer focus to ensure the ongoing quality of services to our customers.

Our code of conduct

- We conduct ourselves with integrity and are fair and honest in our dealings.
- We do not place ourselves in situations that may result in divided loyalties.
- We treat everyone with dignity and respect.
- We use the City's resources responsibly and in the best interests of the City.

- We are responsible for our actions and accountable for their consequences.
- We welcome feedback as this will improve our delivery of service.

Service standards you can expect

Face to face

- We will be professional, polite, and attentive at all times.
- We will listen, clarify, and discuss your requirements.
- We will make all efforts to satisfy your request at the time of your visit.
- Our name badge will identify us.

On the telephone

- We will answer telephone calls in a courteous and professional manner.
- We will aim to answer your calls promptly during normal business hours.
- We will identify ourselves by first name and section.
- We will respond to telephone messages within one working day.
- We will provide a telephone service for after hour emergency calls.

In writing/email/internet

- Correspondence will be responded to within seven working days. Customers with complex enquiries will be advised when they will receive a response by day seven.
- Correspondence associated with a statutory process will be resolved in accordance with legislative requirements and timeframes.

Feedback

Feedback to the City may take various forms – suggestions, comments, compliments, and complaints. We value your feedback as we realise that sometimes despite our best efforts you may not be happy with the way we have performed a service.

Customers are encouraged to provide feedback to assist us to improve services to the community. We acknowledge your right to provide feedback, both positive and negative, whilst also acknowledging that the City's employees should not be subjected to abusive language or behaviour.

To submit feedback please click the following link [feedback form](#).

Access and Inclusion

The City of Subiaco recognises that people with disabilities have the same rights and responsibilities as other community members.

Customers who require assistance can contact the City via the National Relay Service:

- TTY/voice calls: **13 36 77**
- Speak and Listen: **1300 555 727**

Alternatively, the City can be contacted through the nation Translating and Interpreting Service (TIS) by calling **13 14 50**.

Information in alternative formats can also be provided upon request.

For more information on the City's Disability Access and Inclusion Plan, please click the following link [Access and Inclusion](#).



Contact details

Council Chambers and Customer Service
Level 2, 388 Hay Street
Subiaco WA 6008

PO Box 270
Subiaco WA 6904

Phone: (08) 9237 9222
Fax: (08) 9237 9200

city@subiaco.wa.gov.au

www.subiaco.wa.gov.au

Our service hours are

Customer service and office telephones

Monday to Friday | 9am to 4.30pm

Counter and cashier personal contact

Monday to Friday | 9am to 4.30pm

After hours (emergency service)

Monday to Friday | 4:30pm to 9am
24 hours on Saturdays, Sundays
and public holidays

Internet

Our aim is to provide up to
date information and answers on
the City's website



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