



# Customer Service Charter

## VISION

A welcoming and inclusive community with diverse regional partnerships that have created a vibrant and growing economy.

## MOTTOS

**Shire of Morawa**

Breaking New Ground

**Tourism**

Exploring Wildflower Country

## VALUES

The Shire of Morawa aspires to be guided by the following corporate values:

- Innovative and creative;
- Collaborative through partnerships;
- Open and accountable;
- Strong leadership, governed by informed decisions; and
- Listen, communicate and respond.

## HOW ARE WE TRACKING?

The Shire of Morawa is committed to being accountable to its strategic objectives. Like all local governments in Western Australia, the Shire of Morawa is required to plan for the future of our district as outlined in the Integrated Planning and Reporting requirements under Section 5.56 (1) of the Local Government Act 1995.

To view our Public Dashboard please visit our website [www.morawa.wa.gov.au](http://www.morawa.wa.gov.au)

## FEEDBACK AND COMPLAINTS

Our Shire values what you have to say, from compliments to works requests, complaints and suggestions for improvement.

Customer feedback and complaints can be made by completing a Feedback Form. This form can be obtained at the office or on the website, or via email to [admin@morawa.wa.gov.au](mailto:admin@morawa.wa.gov.au)

### To action your complaint we will:

- Refer your complaint to the appropriate Officer or Manager.
- Respond within 5 working days of receiving your complaint, with either a complete response or a timeline for completion of any remedy or resolution.
- If you are not satisfied with the way your complaint has been handled please ask to be referred to the CEO who will personally investigate your complaint and make an independent assessment.

Our Shire defines complaints as an expression of dissatisfaction made about current Council policy or procedure, the standard or service, actions, or lack of action by the Council or its staff, affecting an individual customer or group of customers.

A complaint is not a request for service, a request for information or explanation of policies or procedure or the lodging of an appeal.

A request for service is where you want the Shire of Morawa to take action, for example:

- A pot hole
- A missed bin
- Barking dogs
- Tree pruning

Customer Contact Method	Response Times
In Person	Greet you in a timely manner and aim to resolve issue/concern/query on the spot
Email	Respond within 3 working days
By Telephone	Aim to answer within 5 rings Aim to return phone calls / messages within one working day
Writing and Fax	5 working days
Social Media	2 working days
Our website	Available 24 hours per day 7 days a week