



CUSTOMER SERVICE CHARTER

Our Commitment to Customers

We recognise that good customer service is one of our core responsibilities.

We will provide a prompt, courteous and effective service.

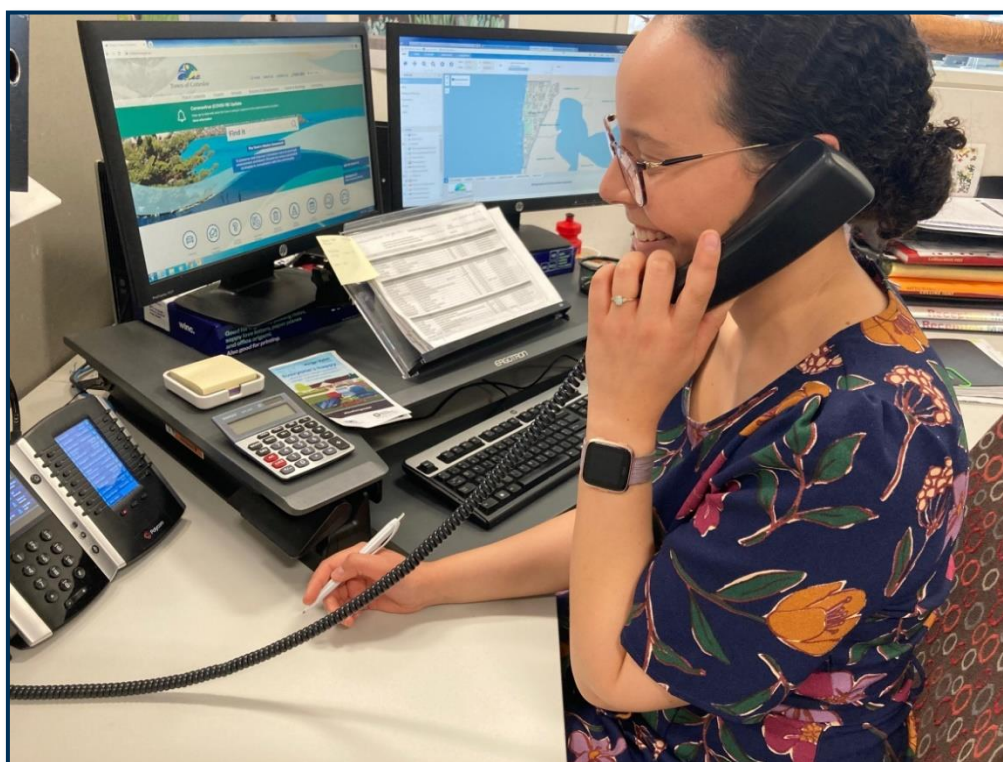
We will be sensitive to issues of cultural difference or disability.

We will respect your point of view.

We will be open and honest in our advice, especially that relating to your right to obtain information and appeal against any decisions.

We will deal with complaints quickly.

We will continually seek to improve our level of service.



OUR COMMITMENT TO YOU

In recognising that our customers are our priority, we aim to:

- Treat all customers with courtesy, respect, empathy and fairness;
- Provide honest, efficient and reliable service in a timely and professional manner;
- Make ourselves available and accountable to our customers;
- Explain our processes and decisions when asked;
- Provide our customers with accessible, informative and user friendly information;
- Deliver a consistently high level of service and professionalism to our customers;
- Maintain our community facilities to an acceptable standard; and
- Invite and evaluate feedback to continually improve services to our community.

Our Customers include:

- All people who have dealings with the Town of Cottesloe;
- Residents, business operators, community, sporting and recreation clubs and associations;
- Visitors and tourists to the Town of Cottesloe;
- Employees and contractors of the Town of Cottesloe;
- Government departments and agencies;
- Non-government, not for profit agencies and organisations; and
- External Stakeholders.

Our Vision

An iconic coastal community with a relaxed lifestyle.

Our Mission

To preserve and improve Cottesloe's natural and built environment and beach lifestyle by using sustainable strategies in consultation with the community.

Underpinning Principles

- Sustainable development
- Community participation
- Good governance
- Cooperation



OUR SERVICE TO YOU

Provide a prompt, courteous and effective service by:

- Providing highly trained staff who provide a consistent, professional level of service;
- Ensuring staff are fully informed about services, policies and procedures;
- Providing quality service in all areas of the Town during office hours; and
- Providing access to relevant after hours emergency services.

Display an image that enhances our community by:

- Observing a dress standard that is both neat and suitable;
- Wearing a name badge to identify ourselves; and
- Conducting ourselves in a manner that promotes a positive image of the Town and our community.

Reply to all communications promptly by:

- Responding to telephone messages within 3 business days;
- Responding to all written correspondence requiring action, (other than statutory time frame governed matters) within 10 business days, or otherwise acknowledge if the 10 day reply is not achievable;
- Upon receipt of your written enquiry or request for service, we will send you an acknowledgement email with a reference number; and
- Resolving complaints and disputes as quickly as possible with a goal of 15 working days, but for complex issues we will keep you informed of progress with regular feedback.

Provide accurate information at all times by:

- Providing easily readable and up-to-date brochures, policy manuals and other documents in a variety of mediums including online via the Town's website; and
- Managing sensitive material with care and consideration for the individual or organisation affected.

Respond to the community needs promptly and effectively by:

- Responding to all incoming customer telephone calls courteously. Our aim is to respond to your call within six rings;
- Promptly acknowledging customers who visit the Town's Administration Centre;
- Providing a one-stop service;
- If our Customer Service staff are unable to assist you with specialised information, the appropriate officer will be called to the counter and will attend within five minutes; and
- If the officer you have requested to speak to is unavailable, we will ensure an appropriate officer attends to your enquiry. Alternatively, we will arrange for the officer to contact you to schedule an appointment within one business day.

Provide up to date information on changes affecting the community by:

- Ensuring new and relevant changes to policies, procedures, environment and community interests are distributed through a variety of communication platforms.

Seek Community Feedback relating to our service by:

- Conducting community meetings as required, community attendance at Committee and Council meetings, budget submissions invited annually, surveys, interviews and other sources. This feedback will allow us to manage and continually improve our service.

What the Town of Cottesloe needs you to do to help us meet our commitments:

- Treat our staff in a respectful and professional manner.
- Be honest, courteous and accurate in your dealings with us.
- Work with us to solve problems.
- For ongoing enquiries, contact the nominated officer on correspondence sent to you and quote the reference number (where applicable).
- Provide feedback on the things we do.



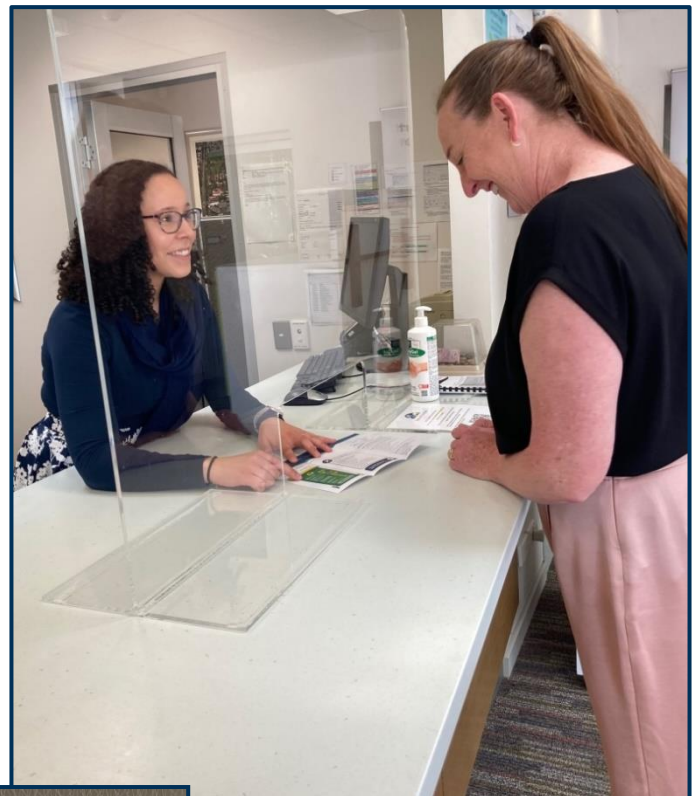
FACILITIES AND SERVICES AVAILABLE

We will provide facilities and services to all members of the community in the areas represented below:

- Law, Order and Public Safety
- Environmental Health and Waste Management
- Building Services
- Town Planning, Development and Community Amenities
- Beach Access
- Recreation and Cultural Facilities
- Library
- Roads, Drainage, Footpaths, Parks and Gardens
- Events

Examples of facilities and services provided:

- Cottesloe beaches
- Grove Library
- Foreshore recreation areas
- Parking facilities
- Sporting facilities
- Public ablution facilities throughout the Town
- Animal control
- Public Health
- Road and verge maintenance
- Waste management
- Parks and reserve maintenance
- Building and development control



SERVICE STANDARDS

The following standards will provide you with a guide on what services the Town of Cottesloe offers and how we will respond.

SERVICE		STANDARD
General Service Standard Quality service will be provided within a reasonable timeframe		
Reply to correspondence		Within 10 business days 90% of the time or otherwise acknowledged
Acknowledge of complaints		Within 5 business days and target resolution within 15 business days
Provide after hours service for Council emergencies only		Availability 24 hours, seven days a week (Rangers and Work crew)
Respond to Freedom of Information Requests		Within 45 days of receiving a valid request
Planning and Development Services We will provide the coordinated, environmentally responsible and orderly development and growth of the Town in all areas of responsibility		
Process a development application		Within 60 days (or 90 days if advertising is required) of receiving a complete application and payment of fees
Process subdivision application		Within 42 days of receiving a referral from the Western Australian Planning Commission
Building and Construction We will ensure that private and community buildings are designed, constructed and maintained in accordance with the Building Act 2011 and Building Regulations 2012 and the National Construction Code		
Process building permits (where further information is not requested)		Certified applications within 10 business days Uncertified applications within 25 business days
Law, Order and Public Safety Provide Animal Control and Welfare, Equitable parking facilities, Fire Control and Protection of the Local Environment		
Respond to urgent domestic animal complaints		Availability 24 hours, seven days a week
Respond to routine domestic animal complaints		Within one business day
Respond to parking complaints		Within 1-2 hours during business hours
Finance We will ensure full and transparent accountability of all Town Income and Expenditure		
Payment of accounts		Within 30 days of receiving a bonafide invoice 90% of the time

Respond to debtors/creditors enquiries	Within two business days
Rates	
We will ensure appropriate and equitable rating valuations are applied in accordance with the legislation	
Respond to property questionnaires	Within ten business days
Respond to rates enquiries	Within five business days
Provide option for payment arrangements	At time of rate notice issue

Human Resources Standards	
Acknowledge receipt of all job applications	Within seven business days

Road Maintenance, Drainage and Footpath Repairs - Parks and Gardens	
We aim to develop and maintain safe infrastructure as well as a high standard of overall presentation promoting a positive image	
Respond to customer action requests	Within 10 business days
Adhere to regular maintenance schedules	In accordance with asset management plans and service levels

Community Involvement	
We will support our community through open and accountable representation, up-to-date information and active or supportive involvement	
Conduct Council Meetings to which residents and ratepayers are invited to attend with an opportunity to ask questions	Twice monthly Agenda Forum and Council Meetings
Make Council Meeting agendas available on the Town's website	Friday prior to the meeting being held
Review Council Corporate Business Plan and Forward Capital Works Program	Budget submissions are invited annually

Environmental Health	
We will identify public health risks in the natural and built environment which pose a potential risk to public health and work proactively to reduce and/or eliminate them	
Respond to food complaints	Immediately for high risk issues such as suspected food poisoning. Within 24-48 hours for other food complaints
Inspect registered food businesses	High risk premises – four times per year Medium risk premises – two times per year Low risk premises – at least once per year Inspection frequencies are in accordance with the Department of Health recommendations
Pest Control/Mosquitos	Within 48 hours
Odour Issues	Within 3-5 business days
Noise Complaints	Resolution of noise complaints can be complex and require liaison with both the complainant and the offending party. Should the complaint be in relation to party noise please contact the local Police on 131 444 in the first instance

What We Consider As Vexatious Complaints, Repeat or Unreasonable Complaints

If an individual or group continues to make representation by way of correspondence, telephone, email or personal representation about a matter these may be considered as a:

Repeat or Unreasonable Complaint

- A customer who cannot be satisfied includes members of the public and groups who do not accept that the Town is unable to assist them, provide further assistance or a level of service that has been provided already and/or disagree with the action the Town has taken in relation to their complaint or concern.

Vexatious Complaint

- If a customer's claims are found to have no basis in fact and/or are considered to be undertaken with frivolous or mischievous motives then the Chief Executive Officer may determine such a person to be a vexatious complainant.

What Action We May Take

Where a customer cannot be satisfied and all appropriate avenues of internal review or appeal have been exhausted and the customer continues to write, telephone, email and/or visit the Town the Chief Executive Officer may determine to limit a customer's access:

- Not accept any further phone calls from the customer;
- Not grant any further interviews;
- Continue to receive, read and file correspondence but only acknowledge or otherwise respond to it if;
 - The customer provides significant new information relating to their complaint or concern.
 - The customer raises new issues which, in the Chief Executive Officer's opinion, warrant fresh action.

In all situations where the Chief Executive Officer determines to limit a customer's access in any of the ways specified above, the Chief Executive Officer will advise the customer in writing of the decision, outlining the relevant circumstances and the action taken.

The customer will be also be informed of their right to an external review and their right to submit the decision to the Ombudsman for further consideration.

www.ombudsman.wa.gov.au/Complaints/Making_complaints.htm

CONTACT US

In person: Town of Cottesloe
Administration Office
109 Broome Street
COTTESLOE WA 6011

Telephone: 9285 5000
Fax: 9285 5001
Email: town@cottesloe.wa.gov.au
Website: www.cottesloe.wa.gov.au



FEEDBACK

The Town of Cottesloe welcomes your feedback on the Customer Service Charter. Address your correspondence to:

The Chief Executive Officer
Town of Cottesloe
PO Box 606
Cottesloe WA 6911

Our Customer Service Charter was established in 2020 and will be reviewed annually.

If you have a comment, complaint, or compliment in relation to Customer Service at the Town of Cottesloe, please contact the Town on 9285 5000 during business hours.

