

Customer satisfaction and feedback

We value your feedback. Please contact us through the channels outlined on the back of this flyer.



Customer feedback forms are also available online at www.armadale.wa.gov.au or from all of our customer service areas including libraries and leisure centres.

Should you have a complaint please obtain a copy of the City's Feedback Protocol for further information.



How to contact us

Online: www.armadale.wa.gov.au
Also find us on Facebook or Twitter

 CityofArmadale
 @CityofArmadale

Call: (08) 9394 5000
Fax: (08) 9394 5184
Email: info@armadale.wa.gov.au

In writing: Chief Executive Officer
City of Armadale
Locked Bag 2
Armadale Western Australia 6992

In person: Administration Office
7 Orchard Avenue
Armadale WA 6112

7 Orchard Avenue Armadale WA 6112
08 9394 5000
info@armadale.wa.gov.au
www.armadale.wa.gov.au



Available in alternative formats on request.



Customer Service Charter



Our commitment to you

This Customer Service Charter outlines our commitment to providing excellent customer service. The Charter outlines the standards that will guide the level of service you can expect from us and equally what you can do to assist us to achieve this.

We are committed to customer services that is:

- Guided by our values of honesty, professionalism, respect and accountability.
- Innovative and accessible.
- Efficient and responsive.
- Delivered by skilled, motivated and courteous staff.

We also commit to:

- Treating you individually and in a timely manner.
- Providing you with accurate, concise and relevant information.
- Respecting and protecting your personal information.
- Continuous improvement in service delivery.



Our service standards

In Person

We aim to resolve face-to-face enquiries immediately and when this is not possible we will call or write to you with a response. We will also:

- Provide professional, polite and respectful service at all times.
- Clearly identify ourselves verbally or using a name badge.
- Be well presented.

On the Telephone

We will answer calls promptly and try to resolve enquiries immediately. When your enquiry needs specialist attention we will endeavor not to transfer your call more than once. We will also:

- Introduce ourselves using our name and the area in which we work.
- Take personal ownership of your enquiry.
- Closely monitor the amount of time you are on hold and advise you of any delays.
- In the unlikely event we cannot respond to your call promptly, we undertake to respond to your enquiry within one working day.

In Writing

We will endeavor to resolve your enquiry within 10 working days, unless statutory provisions apply, and we will also:

- Acknowledge your enquiry in writing within one working day
- Write to you in clear, concise language that is easy to understand.

Note: Standards do not apply to unsolicited mail or sales and promotional material.

Helping us to help you

You can help us to meet our commitments to you by:

- Providing us with accurate and complete information so we can best respond to your enquiry.
- Providing your name and current contact details and advising us if they change.
- Making an appointment for complex enquiries or enquiries that require research.
- Providing us with the officer's name or reference number on correspondence sent to you.
- Treating our staff with courtesy and respect.
- Providing us with feedback so we can deliver a better service.

Access and inclusion

Customers having difficulty accessing the City's services, due to a disability or with English as a second language, will be provided AUSLAN interpreters and language translators. Advise us at the time of your enquiry should you require these services.

For further information please:

- Visit www.armadale.wa.gov.au, where you will find our Access and Inclusion Plan.
- Contact the Positive Ageing, Access and Inclusion Officer on (08) 9394 5000.

