



CITY OF VINCENT

# CUSTOMER SERVICE CHARTER



## OUR COMMITMENT TO YOU

### You will be HEARD:



#### HEARD

We will listen to what you say



#### ENGAGE

We will take the time to understand your perspective



#### APPRECIATE

We will value your perspective



#### RESPOND

We will respond to you in a timely fashion



#### DO

We will act and deliver on our values and commitments

### We will try to:

- Resolve your enquiry at first contact.

### We will:

- Respond as soon as possible to emergencies and immediate safety issues.

### Otherwise, we will:

- Acknowledge your enquiry within two working days.
- Respond within 10 working days and provide an estimated timeframe if it will take longer to resolve.

### We will achieve our commitment to you by:

- Providing a range of ways to contact us or find the information you need.
- Responding to your enquiry in a courteous and professional manner.
- Being kind and treating you in a way we would like to be treated.
- Striving to improve our systems and processes to make it easy to do business with us.

### You can help us meet our commitment to you by:

- Contacting us directly so that we can resolve your matter promptly.
- Providing as much relevant and accurate information as possible so we can assist you.
- Being kind and treating our officers in the way you would like to be treated.
- Working with us to try to resolve problems.
- Giving us feedback so we can improve.



## SERVICE STANDARDS

**Our Customer Relations Team is your first point of contact with the City of Vincent. One of the team will answer your enquiry or direct you to the most appropriate staff member.**

### **Online and digital channels:**

- We will provide up to date information on our website and digital channels.
- We will provide online self-service options to make requests, flag issues and contact us.
- We will respond to live chat and social media requests during operating hours.

### **In person at our Admin Building:**

- We will promptly greet you and treat you in a professional and polite manner.
- We will try to work with you to resolve your matter.
- If your enquiry is complex, we will organise a follow up with the appropriate person.

### **On the telephone:**

- 24 hours a day, seven days a week.
- We will introduce ourselves by our first name.
- If we transfer your call, we will aim to put you in contact with the right person.
- All calls received after hours will be actioned immediately in the case of an emergency or referred back to us the next working day for follow up.

### **In writing:**

- You can contact us by mail, or email at [mail@vincent.wa.gov.au](mailto:mail@vincent.wa.gov.au)
- We will respond to your matter in clear and accessible language.

## ACCESS & INCLUSION

Some customers may require assistance accessing information and services. If you need an interpreter over the phone, you can call the Translating and Interpreting Service (TIS) on **131 450** and ask to be put through to the City of Vincent.

For customers who are deaf, hard of hearing or have a communication disability, you can call **133 677** (National Relay Service) and ask to be connected to the City of Vincent or visit [www.relayservice.com.au](http://www.relayservice.com.au).

You can also pre-book an interpreter (including Auslan) for a phone call, video call or in-person meeting, free of charge, by contacting us to request this in advance. For more information, visit our website [vincent.wa.gov.au](http://vincent.wa.gov.au).



CITY OF VINCENT

## YOUR FEEDBACK IS IMPORTANT

We value your constructive feedback to help improve our service.  
We aim to resolve complaints in a fair, equitable, transparent and efficient manner.

### You can provide your feedback:

**In person:** Admin Building, 244 Vincent Street, Leederville WA 6007

**Mail:** PO Box 82, Leederville WA 6902

**Phone:** 9273 6000

National Relay Service: 133 677

**Email:** [mail@vincent.wa.gov.au](mailto:mail@vincent.wa.gov.au)

**Website:** [vincent.wa.gov.au](http://vincent.wa.gov.au)

  @cityofvincent

[VINCENT.WA.GOV.AU/CUSTOMER-SERVICE](http://VINCENT.WA.GOV.AU/CUSTOMER-SERVICE)