

The Shire of Mukinbudin looks forward to a continued relationship with our community to provide a high standard of service which meets the needs and expectations for all.

Our Customer Service Charter is subject to review and will be updated as required to meet the needs of our community.

Dirk Sellenger
CHIEF EXECUTIVE OFFICER

May 2021



Contact Us

For all compliments, suggestions, concerns or complaints, please contact:
Shire of Mukinbudin
Manager of Corporate Services

Telephone
(08) 9047 2100

Email
admin@mukinbudin.wa.gov.au

Website:
www.mukinbudin.wa.gov.au

Post
Shire of Mukinbudin
Post Box 67
Mukinbudin WA 6479

In Person
15 Maddock street, Mukinbudin

The Shire of Mukinbudin Administration Office
is open Monday to Friday from 8.30am - 4.30pm
(excluding Public Holidays)

Customer Service Charter

Shire of Mukinbudin



Customer Service Charter

The Shire of Mukinbudin's Customer Service Charter document outlines the standard expected from Shire Employees in providing services to the members of our community.

The Shire of Mukinbudin aims to deliver friendly, informed and timely service with the ongoing commitment to improving the quality and experience of customer service provided.

Aligning with the Shire of Mukinbudin's Corporate Business Plan 2017/18 - 2020/21

Council's Vision

To assist our Community towards a prosperous future by providing a positive environment in which to work and live.

Values

The core values at the Council's commitment to the community are:

- Respect
- Inclusiveness
- Fairness and equality
- Communication
- Community expectations

Customer Service Standards

Our staff are committed to providing the highest possible standard of service through access to up-to-date information and providing a timely response to customers.

Our Standard

Our staff will:

- Respond to your enquiries in a professional and courteous manner
- Accurately reply to customers in a fair, honest and timely manner
- Listen to and respect your issues and concerns
- Being competent in delivering information or services
- set clear expectations of our actions and deliver on those commitments
- Continuously improve our service by proactively seeking feedback
- Actively measure and monitor our performance against these commitments

Our information will be:

- easy to access
- relevant and practical
- up to date, accurate and consistent

Our Commitment

We will:

- respond to your email request or written correspondence within ten (10) working days of it being receipted
- notify you of acknowledgement if the email request or written correspondence requires in-depth research which will take longer than ten (10) working days
- respond to verbal queries within three working days
- update you on the progress of your query or complaint

Making a Compliment, Complaint or Suggestion

The Shire of Mukinbudin encourages customers:

- to compliment us on services provided
- offer suggestions on existing services
- provide feedback to improve our service

This can be done by contacting us on 90472100 or emailing admin@mukinbudin.wa.gov.au

Please note that social media comments or complaints will not be responded to by staff.

We reserve the right to terminate any telephone call after adequate warning where the customer displays personal abuse or vulgar and obscene language.