

Feedback Form

Compliment Feedback Complaint

Name:

Address:

Phone:

Email:

Comment:

If you require assistance in completing this form, please contact us on **9273 3500** or email council@nedlands.wa.gov.au

Please return this form via the post or in person to the address details on the opposite side of this form.



Personal information

The City of Nedlands respects your right to privacy. We will not collect any personal information without a legitimate reason. We will not disclose your personal information without your consent, unless we are required to do so by law.

Customer service request system

An electronic Customer Service Request System logs all requests to ensure they are responded to in accordance with our service standards.

Complaints

Our complaints procedure ensures:

- your complaint is heard
- it is investigated thoroughly and fairly
- you are kept informed and advised of the outcome
- we continuously improve our services by learning from complaints.

If you have a complaint then you may lodge it with any officer of the City. The officer will then assess the complaint and forward it to the appropriate department for review.

If you are not satisfied with the outcome of the complaint then you can apply to the City for an internal review of the complaint.

If your complaint cannot be resolved to your satisfaction, you have the right to take your complaint to either our Chief Executive Officer or an external body such as the State Ombudsman.

The Ombudsman

PO Box Z5386, St Georges Terrace
PERTH WA 6831
P (08) 9220 7555
E mail@ombudsman.wa.gov.au

As an organisation

We want the City of Nedlands to be a sustainable community where citizens enjoy living, working and playing together in social harmony.

We wish to serve the needs of the community while balancing social, economic and environmental aspirations.

We value

- Accountability and Fairness
- Financial Responsibility and Integrity
- Sustainability and Partnership
- Courage

Upon request, this brochure is available in alternative formats

This brochure is printed on 100% Australian made recycled paper.

Administration Centre

71 Stirling Highway Nedlands WA 6009
PO Box 9 Nedlands WA 6909
T 9273 3500 TTY 9273 3646
F 9273 3670 E council@nedlands.wa.gov.au



nedlands.wa.gov.au



nedlands.wa.gov.au



Customer Service Charter

Our commitment to you

The City of Nedlands is committed to continuously improving our standards by focusing on our customers' views and needs in order to achieve the desired results.

This document details the levels of service you can expect from the City, concentrating on the areas of service that our residents have indicated are the most important.

The customer charter sets out clear service standards by which you can gauge our performance.

These standards will also allow us to measure ourselves and make sure we are improving in all areas.

Service standards

We want to deliver the best service we can and our commitment to you is:

We will:

- respond to requests within 10 working days. If a request cannot be completed within 10 days, we will notify you of the reasons why and the expected timeframes
- respond to all phone calls within six rings in person or by voicemail
- return phone messages by the end of the next working day
- be available by appointment
- provide you with the name and contact details of the officer handling your enquiry
- provide equitable access to all our services, facilities and information
- ensure all communication from the City will be clearly identifiable by our logo
- enable the easy identification of Customer Service staff by the wearing of name badges
- provide up-to-date and accurate information
- respect your privacy by ensuring all enquiries are treated confidentially
- inform you in advance of major activities and events in your local area.



Help us to help you

- Treat our officers with courtesy and respect
- Work with us to resolve problems
- Provide accurate and complete information
- Quote reference numbers where possible
- Provide contact details
- Contact the officer nominated on any correspondence to you
- Telephone to make an appointment should you have a complex enquiry
- Give us feedback to help us understand your needs

Providing feedback

The City of Nedlands is committed to continuous improvement and welcomes your feedback and suggestions, as this will improve our delivery of service.

Feedback forms are available by telephoning customer service reception at the City's Administration building, from our libraries and via the website.

Measuring our Success

- Your feedback
- Customer surveys
- Quality monitoring and coaching
- Training and development programs

How to contact us

In person

City of Nedlands
71 Stirling Highway Nedlands
Monday to Friday 8:30 am to 5 pm.

By phone

(08) 9273 3500
TTY 9273 3646
24 Hour Assistance – (08)9273 3500

By fax

(08) 9273 3670

In writing

City of Nedlands
PO Box 9 Nedlands WA 6909

By email

council@nedlands.wa.gov.au

Online

www.nedlands.wa.gov.au

