



Customer Service Charter

We are committed to giving you the best possible customer service. The purpose of this charter is to let you know what standards you can expect from us.

We value

- Meeting the needs of our community
- Respecting the diversity and individuality of all people.
- The professionalism of our staff
- Effective two way communication
- Open and accountable processes

We commit to

- Taking personal ownership for customer satisfaction
- Listening to you
- Adjusting our service to ensure that everyone receives the same quality of service
- Providing a helpful, prompt and polite service
- Treating you with respect and fairness
- Doing what we commit to

City of Cockburn staff will

- Identify themselves by name
- Aim to answer your telephone call within four rings
- Return your call by the end of the next working day if you leave a message
- Acknowledge the receipt of email requests within five working days
- Acknowledge written requests within seven working days
- Provide you with a reference number for all requests for service lodged and keep you informed of progress

Your feedback

Your feedback, whether it be a suggestion, comment or complaint provides us with ideas and opinions which can be considered when reviewing our policies, procedures and services. Compliments encourage us and ensure that we know which services you value.

