



Customer Service Charter

We are committed to giving you the best possible Customer Service.

The purpose of this Charter is to outline the standards you can expect when engaging with the City of Cockburn.



Your Feedback, including suggestions, comments or complaints provide us with information and ideas that can be used when reviewing our policies, procedures and services.



We commit to

Meeting your needs

Respecting the diversity and individuality of people

The professionalism of our staff

Effective two-way communication

Open and accountable processes.

In providing our service, we value

Taking personal ownership for customer satisfaction

Listening to you

Ensuring that everyone receives the same quality of service

Providing a helpful, polite and prompt service

Treating you with respect and fairness

Delivering on our commitments.

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 Social Media queries by the end of the next working day

Acknowledge written requests within seven working days

Provide you with a reference number for all requests

Keep you informed of the progress of your request.