

**Shire of
Plantagenet**

**Customer Service
Charter**



22-24 Lowood Road

Telephone 9892 1111

Email: info@sop.wa.gov.au

Website: www.plantagenet.wa.gov.au



The Shire of Plantagenet's commitment to the Community

- Integrity through honesty, ethical behaviour and trustworthiness
- Professionalism through understanding our roles and responsibility, the need to work efficiently and strive for excellence
- Supportiveness by being patient, caring and friendly
- Responsibility by taking ownership
- Customer focus by understanding needs, being proactive and responsive.

Our Vision

Plantagenet, building a sustainable and respectful community, where the environment is preserved and natural beauty and diversity provide opportunities for all.

Our Mission

To improve the quality of life for the people of Plantagenet, both present and future.

We will achieve our Commitment to you by:

- Promptly attending to you at all times in a professional, polite and attentive manner to ensure we understand your needs and direct your enquiry to the correct officer
- Promptly answering all telephone calls during business hours or if you leave a message, we will get back to you within two business days
- Following through on commitments
- Providing a 24-hour telephone service for emergency calls
- Acknowledging your written request within 10 business days of receipt
- Providing information to you that is accurate and consistent, relevant, practical and easy to access
- Our fair and impartial actions, completed within a specified timeframe and with your individual needs into consideration.

You can assist us by:

- Being prepared with relevant information at hand when contacting us with queries or requests for assistance
- Providing us with your contact details and letting us know if circumstances change
- Provide constructive feedback so we can deliver better services
- Phoning to make an appointment if you have a complex enquiry or need to speak with a specific officer
- Acknowledging that the Shire may not have the authority to deal with your request / complaint and may need to refer it to another agency/organisation.

The Shire of Plantagenet is responsible for providing staff with a safe working environment and holds a Zero Tolerance position on rude, abusive or aggressive behaviour:

- Any abuse or discrimination, written or verbal
- Threatening behaviour or intimidation
- Serious or persistent harassment
- Any behaviour that causes anyone to feel intimidated, threatened, frightened or physically at risk.

If a customer displays any of the above behaviours, we may immediately cease interactions with them, and reserve the right to set limits or conditions on how they may engage with us in the future.

Contacting Us

We are committed to communicating with you in a timely and responsive manner in order to address your issues, enquiries and concerns.

We are working on upgrading our website to provide up to date information including forms, application forms, information sheets and meeting Agendas and Minutes on our website.

You can contact us via our [website](#), in person, by mail or by telephone:

In person: Administration Office, 22 – 24 Lowood Road MOUNT BARKER WA 6324

By Mail: PO Box 48 MOUNT BARKER WA 6324

By Telephone: 9892 1111

By Email: info@sop.wa.gov.au

Please note comments on Facebook, LinkedIn, Instagram or twitter are not monitored and will not be responded to.