

Customer Service Commitment



Who are our customers?

Our customer service commitment relates to any person having dealings with the City.

Service standards you can expect:

- ▶ Treat you with courtesy, respect and understanding.
- ▶ Take ownership of your enquiry and strive for first contact resolution.
- ▶ Provide a helpful, positive and professional service.
- ▶ Deal with your requests promptly.
- ▶ Provide accurate, quality and easily accessible information.

Face to face

- ▶ All staff will wear a name badge for ease of identification and communication.
- ▶ Our customer first employees will wear the City's corporate wardrobe.
- ▶ Our customer service staff will take ownership and will strive to resolve your request at the time of your visit. If the enquiry requires specialised information, a relevant officer will be requested to attend within five minutes.



Over the telephone

- ▶ Our Customer Contact Centre will strive for an 80% first call resolution.
- ▶ We will endeavour to have a short call wait time.
- ▶ We will answer all calls courteously and introduce ourselves using our first name. We will return telephone messages within one business day.
- ▶ We will provide a 24-hour telephone support service for urgent after hours calls.

Internet and Social Media

- ▶ We will maintain the City's website with relevant and up to date information that is easily understood and accessible.
- ▶ We will respond to enquiries and direct messages through the City's social media channels within one business day.

Written communication

- ▶ We will write to you in clear, concise language that is easily understood.
- ▶ We will send out standard information within one business day.
- ▶ We will respond within ten business days.
- ▶ We will provide all enquires and requests for service, with an acknowledgement card or email within one business day.
- ▶ If your enquiry is complex and requires in-depth research or is of a technical nature, we will acknowledge your enquiry, provide officer contact details and an expected completion date.



How you can help us meet your expectations

- ▶ Be courteous, polite and respectful towards our staff.
- ▶ Be open, honest and accurate when providing our staff with details.
- ▶ Quote the reference numbers when following up on a previous customer request.
- ▶ Inform us promptly of any change of details.

Disability access and inclusion

The City is committed to creating an accessible and inclusive community for all residents and visitors.

Upon request, the City can provide information in other formats, such as large print or electronic version on a USB drive.

For further information on the City's Disability and Access Inclusion Plan visit **rockingham.wa.gov.au**

If you are deaf, or have a hearing or speech impairment, you can receive assistance in contacting the City via the National Relay Service:

TTY/voice calls:

13 36 77 then ask for 08 9528 0333.

Speak and listen:

1300 555 727 then ask for 08 9528 0333.

Internet relay users connect to NRS (**relayservice.gov.au**) then ask for **08 9528 0333**.

Interpreter

If you need an interpreter you may contact the City directly through the national Translating and Interpreting Service (TIS) by calling **13 14 50** and ask to be connected to **08 9528 0333**.





Privacy

The City is committed to maintaining the privacy of personal information we handle. We recognise your right to have your personal information protected and made accessible to you.

To learn more about how we handle personal information, please contact privacy@rockingham.wa.gov.au or visit rockingham.wa.gov.au/privacy

We value your feedback

We would like to hear from you whether you have a request for service, complaint or compliment.

Your feedback assists us to monitor the quality and standard of our service.

In person:

Administration Building
Civic Boulevard, Rockingham
Monday to Friday
8.30am to 4.30pm

In writing:

City of Rockingham
PO Box 2142
Rockingham DC WA 6967

By email: customer@rockingham.wa.gov.au

By phone: 08 9528 0333

Via Rock Port: cityrockport.com.au

