

# Customer Service Charter

Our Customer Service Charter states our commitment to providing high quality service to our community, outlining a standard our performance can be measured by.

## We commit to:

- Treat all customers with respect, courtesy and fairness.
- Communicate in a clear, consistent, professional and accessible manner.
- Ensure our staff are trained to assist with enquiries across our broad range of services, policies and procedures.
- Provide facilities and quality service in all areas of our Shire.

## Our approach to responding to enquiries:

- Calls will be answered promptly during business hours.
- We will promptly acknowledge customers in person when they arrive.
- We will acknowledge receipt of a telephone message within three working days and written correspondence within 10 working days.
- We will address complaints and/or dispute resolution as quickly as possible.

## How you can help us:

- Please be respectful, courteous, open and honest in your dealings with us. Rude, abusive or aggressive behaviour may result in the staff member warning the customer. If the behaviour continues after a warning has been given, communication will be terminated.
- Let us know when your address or contact information changes.
- Please contact us to arrange an appointment where possible.
- Share your feedback with us so we can continue to improve our services.

## How to contact us:

Shire of Denmark  
Administration building, 953  
South Coast Highway, Denmark

PO Box 183 Denmark WA 6333

(08) 9848 0300

[enquiries@denmark.wa.gov.au](mailto:enquiries@denmark.wa.gov.au)

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