



Our Promise to You

- We aim to answer your call within 4 rings
- We will acknowledge your written general enquiry and work to resolve it within 10 working days
- We will acknowledge your general enquiry email, and work to resolve it within 10 working days
- We will attend to your enquiry within 5 minutes if you visit us in person, and aim to resolve face to face enquiries at first contact
- If you have an appointment you will be met within 5 minutes of the appointment time and advised if there is an unexpected delay

How you can help us

To provide you with the best service that we can, you can help us by:

- Treating our staff with courtesy and respect
- Helping us to acknowledge our people by telling us when you have received excellent customer service
- Respecting the rights of other customers
- Providing us with accurate information so we can respond appropriately to your enquiry
- Providing your current contact details and advising us if they change so that we can stay in touch with you
- Working with us to solve problems
- Telling us if we fall short in our service in any aspect so that we can continue to improve

Customer Service Charter

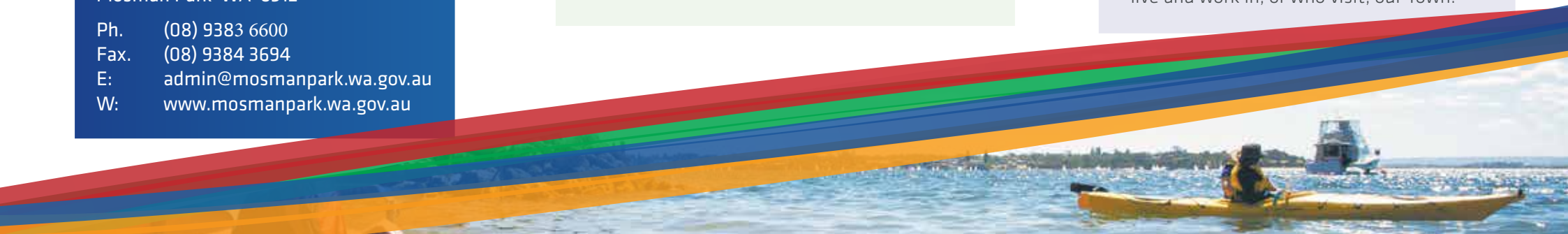
Who are we?

At the Town of Mosman Park we are committed to working in partnership with you, our community, to deliver excellent service. A service that is high quality and represents value for money for those who live and work in, or who visit, our Town.

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Mosman Park WA 6012

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We Work Together

- We work as a team, co-operating, supporting and relying upon each other
- We encourage each other and our community members to participate in our Town's future
- We will listen to our customers and take their views into account
- We uphold a culture that is customer focussed and delivers excellent customer service



We Connect

- We will actively listen to you as an individual and provide all of the relevant information
- We deliver results through streamlined processes that exceed expectations
- We treat you as an individual
- We Strive for Excellence
- We look for better ways to do business and adapt to new ideas
- We have a sense of urgency and timeliness and follow up
- We strive to excel through best practice modelling, external benchmarking and identification of new technologies
- We strive for excellence in building a community of opportunity

We are Progressive

- We embrace change, are innovative and aim for continuous improvement
- We will provide customers with the most up to date information via the latest means of communication available
- We lead by example as a customer-focused organisation

We Care

- We respect one another and acknowledge individualism and other people's points of view
- We will treat our customers as we wish to be treated, with courtesy, respect and sincerity
- We will give our customers our full attention, valuing their contribution

We are Professional

- We present ourselves as professionals in our appearance and in our words at all times
- We work with integrity and admit when mistakes have been made
- If mistakes are ever made, we take responsibility for our actions honestly and openly
- We treat all enquiries seriously and use them as opportunities to improve
- We value customers' privacy by protecting all personal information. We are punctual for meetings and appointments and respect the value of others' time

We Innovate

- We ensure all of our information resources and services are up to date and look for new and better ways of doing business
- We use the latest technology to help us manage customer interactions and improve our services
- We aim to provide a high standard of service, ensuring consistency and sustainability in service delivery
- We learn from others about the very best way to approach each situation, encouraging excellence in all we do

We Laugh

- We laugh, as humour brings us together
- Our staff are skilled, motivated and courteous and are happy to assist you with a smile

