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City of Belmont  
Reply Paid 69058  
CLOVERDALE WA 6985

**Delivery Address:**  
Locked Bag 379  
CLOVERDALE WA 6985

## Customer service complaints policy

The City of Belmont recognises the right of the customer to complain when feeling dissatisfied with the service of the Council.

We undertake, wherever possible, to resolve complaints and to prevent similar complaints from occurring.

### Policy statement

Complaints made to the City of Belmont by customers, residents and ratepayers must be handled within the following guidelines:

1. All complaints must be dealt with in accordance with the Customer Complaint Management Procedure as adopted and amended from time to time by the City.
2. All complaints received by the City must be recorded and documented and shall be acknowledged as soon as possible and in any event within five normal working days.
3. All complaints will be investigated and complainants notified of the results of the investigation, within the prescribed timeframes of the Customer Complaint Management Procedure.
4. Where a complaint is made against a Director, the Chief Executive Officer, the Mayor or a Councillor (i.e. an Executive Complaint), it must be noted and referred for investigation as prescribed within the Customer Complaint Management Procedure – Complaint Matrix.
5. Where a complainant is not satisfied with the outcome, an appeal against the result can be lodged with the Chief Executive Officer or the Mayor (as the case may be), or the matter can be referred to an independent authority for investigation.
6. Complaints which when assessed relate to corrupt or improper conduct must be referred to the City's Human Resources Department for investigation as per any applicable legislation.

## We welcome your feedback

We welcome your suggestions and ideas for us to consider when evaluating and reviewing our performance.

### Compliments

Were you happy with the service you have received? Please share your experience with us so we know what services you value.

### Complaints

Please provide us with your opinion, verbally or in writing, so we can improve the delivery and standard of our services.

### Right of appeal and objection

The City is responsible for providing decisions that are at times governed by legislation. Some legislation provides the opportunity for you to either appeal or object to the decision. If you require information on your right to appeal or object, please contact us for specific details.

### How to contact us

#### In person (Office hours 8:30am to 4:30pm)

215 Wright Street, Cloverdale WA 6105

#### In writing

Locked Bag 379, Cloverdale WA 6985

#### By telephone

**9477 7222**

|                                    |              |
|------------------------------------|--------------|
| Ranger Services (and after hours)  | 9477 7224    |
| Ruth Faulkner Public Library       | 9477 7150    |
| National Relay Service: TTY        | 133 677      |
| National Relay Service: Voice      | 1300 555 727 |
| Translating & Interpreting Service | 131 450      |

|                 |                                                                                           |
|-----------------|-------------------------------------------------------------------------------------------|
| Email           | <a href="mailto:belmont@belmont.wa.gov.au">belmont@belmont.wa.gov.au</a>                  |
| Website         | <a href="http://www.belmont.wa.gov.au">www.belmont.wa.gov.au</a>                          |
| Facebook        | <a href="https://www.facebook.com/BelmontCouncilWA">www.facebook.com/BelmontCouncilWA</a> |
| Belmont Connect | <a href="http://connect.belmont.wa.gov.au">connect.belmont.wa.gov.au</a>                  |

CITY OF BELMONT

# CUSTOMER SERVICE CHARTER

Creating opportunities



**BELMONT**  
CITY OF OPPORTUNITY





# Our values

In everything we do, we will keep to a set of values that guide our attitudes and behaviours. The City of Belmont Values are:

## Teamwork

People building relationships to work together to achieve common goals.

## Leadership

To focus and inspire people to achieve.

## Integrity

To act in an honest, professional, open and accountable manner.

## Innovation

To create new, innovative and alternative ways of working.

## People Focus

To work safely. To communicate and consult in order to understand people's needs.

# Our commitment to customer service excellence

The City of Belmont aims not only to satisfy but to delight its customers and where possible exceed their expectations. To ensure we continually improve our services, the City uses a variety of research tools including surveys, community consultation and customer feedback to drive business improvements.

## What you can expect from us:

- ✓ We will ensure our trained staff are friendly, reliable and focused on helping you.
- ✓ We will ensure your enquiries are directed to the appropriate person for prompt handling.
- ✓ We will ensure you have no need to repeat enquiries if referred on
- ✓ We will respond to your request within 10 working days. If a request cannot be completed within 10 normal working days, we will notify you of the reasons why and the expected timeframes.
- ✓ We will maintain confidentiality in our dealings with you.
- ✓ We will ensure you have access to Council related information.
- ✓ We will ensure that the City's website remains up-to-date with information relevant to our community.
- ✓ We will ensure the City's buildings are well maintained, accessible and have appropriate signage.

# We want to hear from you

## Comments:

## Please provide your contact details so we can respond to your feedback.

Name:

Postal Address:

Postcode:

Telephone:

Mobile:

Email:

## Please return to the City of Belmont by mail:

City of Belmont  
Locked Bag 379  
Cloverdale WA 6985

## Or in person to

215 Wright Street  
Cloverdale WA 6105

November 2022

# Help us to help you

## Feedback

Please provide us with information on what you like and what you don't like. This will help us to improve our services to you.

## Documentation

Please bring the appropriate paperwork and information required, to help us assist you more efficiently with your needs.

## Participation

Become involved in community consultations so that we can understand and consider your opinions.

## Mutual respect

Treat our staff with courtesy and respect. Treat us how you would like to be treated. Understand that the City of Belmont and its staff may exercise their right not to deal with you should your behaviour and/or actions be unacceptable.

