



**CITY OF
PERTH**
City of Light



Customer Service

COMMITMENT

The City of Perth, City of Light is the dynamic and diverse heart of Western Australia's capital city, Perth/Boorloo. Our local government area is located on Whadjuk Nyoongar land and includes the neighbourhoods of Crawley-Nedlands, Central Perth, East Perth, Claisebrook, Northbridge and West Perth.

In managing a world-class capital city with a unique local identity, our community of **residents**, **ratepayers**, **businesses** and **visitors** are central to everything we do.

Shining a light on service

We want every experience in the City to be a positive one, particularly when you contact our team.

We pride ourselves on providing an efficient, consistent and friendly customer experience across a broad range of services, programs and facilities.

We encourage you to reach out. Your questions, feedback and suggestions help us to care for Perth and shape it for tomorrow, with better services, places and experiences for current and future generations to enjoy.

What you can expect from us

At all times, you can expect us to:



Be respectful, courteous and professional



Be timely with responses



Provide accurate and easy to understand information



Provide discrete, accessible and inclusive services



Listen to and incorporate feedback that improves our services

A COMMITTED RESPONSE

We encourage you to contact us on our official channels. When you do, we commit to the following response and resolution times:

Response time



Phone, Live chat, Snap Send Solve or in-person

We will respond **immediately** or will endeavour to minimise your wait time.



Email

We will acknowledge your email within **one business day**.



Social media

Our social media accounts enable us to provide accurate and timely information to our community. We encourage enquiries and feedback to be submitted via our designated customer contact channels, however we **may** respond to comments on social media posts when necessary or appropriate.

Resolution time



When you ask a question

We will attempt to resolve your query when you first reach us. If this is not possible, we will respond to your query within **two business days** with an answer or a better timeframe for resolution.



When you report an issue or request a service

We will give you an estimated resolution timeframe and inform you when your request has been completed.

Your question, request or reported issue will be recorded in our system and you will be provided with a reference number.

Sometimes unforeseen circumstances arise that might delay a resolution. If this occurs, we will provide you with an updated timeframe and the proposed course of action.

If we are unable to action your request (for example, due to regulatory constraints or circumstances out of our control), we will contact you and tell you why.

What we expect from you

You can help us to deliver your best customer experience by:

- Treating our staff with courtesy and respect
- Keeping your contact information up-to-date
- Providing accurate and complete details when making requests or seeking assistance
- Working with us to resolve issues or find solutions collaboratively
- Sharing honest feedback on your experience to help improve City services and infrastructure



Feedback and compliments

We welcome all customer feedback as it helps us to understand what is working and where we can improve. We use customer feedback to ensure our City services continue to meet the needs of our community.

Contact us at any time at:
perth.wa.gov.au/contact



Complaints

We take complaints seriously and attempt to work with you to resolve them as soon as possible. Complaints data is also used to improve our future services.

If your experience with the City of Perth did not meet your expectations, please let us know by following the steps on our Complaints page:
perth.wa.gov.au/residents/report-an-issue/complaints

Note: Complaints are differentiated from issues or service requests – see our website for details.

Managing unreasonable conduct

Just as we pride ourselves on delivering the best customer experience for you that we can, we also have a responsibility to provide a safe and positive workplace for our staff. This means providing our people with a physically and psychologically safe environment, free from threats, violence, harassment or bullying.



In some cases, we may take steps to manage customer behaviour if it is impacting negatively on our staff or operations. This may include:

- Aggressive, threatening, rude or intimidating behaviour
- Obsessive, querulous or unreasonable persistence

In keeping with relevant legislation, regulations and standards, when the above behaviours occur, the City may:

- End phone calls or conversations
- Restrict or limit access to services, staff or resources
- Appoint a single point of contact for all communication
- Limit interaction to written correspondence only
- Respond to only new or notably different issues that warrant a new approach or further action posts when necessary or appropriate.



Contact us

We've made contacting us as easy as possible. Refer to the contact details below or find additional contact options on our website, including live chat: perth.wa.gov.au/contact

When making a request or seeking assistance

To assist us in responding promptly to your needs, please include the following details with your request:

- Your name, address and contact details
- A brief outline of the issue, including how you were impacted
- Date, time and location of the issue or concern (attach images where possible)
- The outcome you would like to achieve

Your right to privacy

We may collect and use personal information to support seamless customer service, but rest assured we have dedicated protections in place. Our staff, contractors, suppliers and Elected Members are required to adhere to privacy legislation and City policies.

This publication can be requested in alternative formats: audio, braille, Word or accessible PDF.



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