



City of
**Kalgoorlie
Boulder**

Customer Service Charter

We acknowledge the Traditional Custodians of this land and pay our respect to Elders past and present.

Our mission

At the City we are committed to providing excellent service. Our mission is to make sure our community, residents, visitors and businesses receive the best treatment possible.

We foster a welcoming and friendly atmosphere, while maintaining a strong commitment to professionalism. Our Customer Service Charter serves as the foundation for all of our interactions.

We are committed to fostering an accessible and inclusive community for individuals with disabilities and those from culturally diverse backgrounds. Should you require this Customer Service Charter in an alternative format please contact us.

Our commitment to you

Your satisfaction is our priority. Every interaction with us will be courteous, respectful and professional.

Here are our commitments to you:

- We'll actively listen to your concerns and treat you with respect, no matter what your enquiry is about.
- We're dedicated to working collaboratively with you to find solutions.
- Our information will be up-to-date, relevant and easy to understand.
- We'll safeguard your personal information and adhere to privacy regulations.
- We'll endeavour to resolve your requests promptly and if we can't, we will explain why.
- We're committed to making every effort to meet your expectations.
- We'll endeavour to meet all of our service standards response timeframes (see page 2).
- We'll provide various opportunities for receiving feedback, and take your suggestions on board.

How you can help us

To enable us to provide the best service possible, we kindly request your assistance by:

- Using the contact methods provided to ensure efficient and accurate responses to your enquiry.
- Keeping us informed if there are any changes to your contact information.
- For enquiries which may be complex in nature, please schedule an appointment with a relevant City Officer.
- Understanding that in certain cases, we may need to direct your request to another organisation with the appropriate authority.
- Participating in our community engagement initiatives to ensure your perspective is heard and considered.
- Being respectful towards our staff and fellow community members. Abusive language or behaviour will result in the termination of communication.
- Providing feedback to assist with our continual improvement.

Our service standards



In person

We aim to resolve your enquiry at the first point of contact. If this is not possible we will phone or write to you with a response within 10 working days.



By phone

We will answer calls promptly by the fifth ring. Phone calls will not go unanswered.



In writing

We will respond to letters, emails and website enquiries within 10 working days. We will provide ongoing updates until your enquiry is resolved.



Online

We will be user-friendly, providing up-to-date and relevant information and be a valuable resource for our community.



Social media

We will engage with our community promptly, responding to messages and enquiries within 1 working day.



Community engagement

We will seek and value your community input ensuring all perspectives are heard and considered in our decision-making processes.



Access and inclusion

We will ensure our online information is accessible and provide all documents in an alternative format if requested.

How to contact the City of Kalgoorlie-Boulder



Phone us

(08) 9021 9600 | Mon-Fri 8.30am-4.30pm
(Follow the prompts for after hours assistance)



Email us

mailbag@ckb.wa.gov.au
(Please include your contact details)



Write to us

City of Kalgoorlie-Boulder
PO Box 2042, Boulder WA 6432



Visit us

Administration Building
Mon-Fri 8.30am-4.30pm
577 Hannan St, Kalgoorlie



Visit our website

www.ckb.wa.gov.au/contactus



Assistance in contacting us

For hearing or speech assistance contact us through the National Relay Service or download the NRS app. For Translating and Interpreter Services call 13 14 50 (within Australia).



Report it

Through the *Snap, Send, Solve* app. Download it through Google Play or the App Store.

Tell us how we are doing

Your feedback is invaluable and guides our efforts for improvement. Please inform us if:

We meet or exceed your expectations

Inform us when you receive excellent customer service, allowing us to recognise our staff's exceptional efforts.

We miss the mark

If our service falls short of your expectations, please let us know. You can submit complaints in writing via our website, email, post, in-person, or over the phone.