### Our commitment to you

The City of Mandurah is committed to providing the best possible service that it can. As such Council strives to achieve customer service excellence and to deliver services in a professional, coordinated and timely manner.

The City has a Customer Service Charter and Service Delivery Standards that sets out our commitment to service standards and turnaround times. We measure our performance against those standards and customer compliments are another source of information about how well we are performing.

Customer compliments support and expand upon the commitments of the City's Customer Service Charter and are a valuable element in understanding our customers views in relation to the services we provide and the customers experience of the delivery of those services. Where Council has exceeded your service expectations we would like to hear about it.

This document explains our broad approach to handling compliments.

We strive to deliver quality customer service reflecting the City's values of Trust, Respect, Integrity and Confidence





In person

dministration Building
Peel Street, Mandurah
Monday to Friday
8.30am to 4.30pm

Chief Executive Officer
City of Mandurah
PO Box 210
Mandurah, WA 6210

**By phone:** 9550 3777 **By fax:** 9550 3888

By email: council@mandurah.wa.gov.au Website: www.mandurah.wa.gov.au

# SERVICE COMPLIMENTS





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How to lodge a compliment

other electronic means or

the website.

By completing a Customer Compliments

form available at any of the City's public

service counters or by downloading from

#### What is a compliment?

A Compliment is an expression of satisfaction Compliments may be lodged with Council in with our policies, procedures, decisions, the following ways: employees, agents and contractors, quality or By telephone; level of service. A compliment may be made In Person; about an individual officer, team or a service In writing including by facsimile, email or as a whole.

## How do I tell council and their staff they have done a good job?

We would like to hear what we are doing well, whether it be a staff member or type of service we are providing to you. Your compliment will be passed on to the relevant service area and/or staff member.

# The Value of compliments to the City of Mandurah

Compliments are of value to the City as they mean that our customer has taken the time to tell us what they consider we are doing well. Compliments act as drivers towards improved customer service, as they provide 'best practice' examples that can be applied across the organisation. Compliments also give us an opportunity to recognise our staff and reward excellence. All forms of feedback will help us to:

- Understand what services people value and why;
- Helps the City build a balanced picture of how our service impacts on our customers;
- Make sure we learn and develop in a way which keeps providing a good service to customers:
- Gives the City the chance to share and reinforce among managers and staff examples of good practice in customer service;
- Helps build morale and provide due recognition for a job well done.

#### How the City deals with a compliment

Compliments are welcomed by the City as they allow us to reinforce the things we do well in our community and gives our employees a benchmark to strive toward. We monitor trends in both compliments and complaints to set business priorities related to service delivery. Recognising outstanding effort assists

Council in encouraging and promoting excellence in customer service across the organisation.

When the City receives a compliment, we

- contact the customer and thank them for their comments; and
- send the information to the officer/s involved, and their line management

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