



Customer Service Charter

The Shire of Capel Customer Service Charter reflects our commitment to provide excellent customer service to our community.

Our Vision

A Lifestyle of Choice; Connecting Community, Culture and Country.

Our Values



H

Honesty

We are truthful, trustworthy and genuine in all that we say and do.



E

Empathy

We are kind and show understanding of peoples circumstances, perspectives and differences.



A

Accountability

We are transparent in all that we do, and stay true to our word by taking responsibility for our actions.



R

Respect

We are respectful in all that we do, and all interactions we have, whilst being inclusive and mindful of differences.



T

Teamwork

We are cooperative, collaborative and united while working towards common goals of our Shire.

Communication Standards



In person

- We aim to resolve your request at the time of your visit
- Our location is 31 Forrest Road Capel, open 8:30am to 4:30pm, Monday to Friday
- If your enquiry is of a technical nature, we encourage you to make an appointment by calling 08 9727 0222.



By phone

- Our phone hours are 8:30am to 4:30pm, Monday to Friday
- We aim to resolve your request at the time of your call
- We will respond to messages within three business days
- Out of business hours your call will be redirected to an after-hours contact centre where requests of an urgent nature will be actioned.



In writing

- We will acknowledge all correspondence
- If your enquiry is of a technical nature, we will respond within ten business days, or within an agreed timeframe.

We will demonstrate our commitment to excellent service by

- Ensuring our information is accessible by maintaining an informative and current website
- Responding to your enquiries promptly
- Treating all customers fairly and professionally
- Keeping you informed.

You can help us to maintain our commitment to you by

- Treating our staff with courtesy and respect
- Ensuring your personal details are up to date
- Working with us to resolve your enquiry
- Being respectful of the needs of other customers.

Compliments, complaints and suggestions

We love to hear from you. Feedback from our customers helps us identify opportunities for improvement. Should you need further information on the Shire's commitment to communicating effectively please see [Policy 1.12 Communications and Social Media](#).

Staff Wellbeing

The Shire takes responsibility for providing a safe working environment. The wellbeing of our staff is a priority, and staff are supported in terminating a conversation or interaction if it becomes aggressive or threatening. Unacceptable behaviour includes personal attacks, verbal abuse, repetitive bad behaviour or intimidation. Please treat our staff with courtesy and respect.