

# Customer Feedback Form

Please select one of the following options:

- Feedback/ Commendations
- Formal Complaint\*
- Works Request
- Other

Mode of correspondence:

- Phone
- Mail
- Social Media
- Person
- Email

Response Required?

- Yes
- No

Details:

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**\*PLEASE NOTE:** A complaint is an expression of dissatisfaction, however made, about the standard of service, action or decision by Council or its staff, affecting an individual or group.

<b>Name:</b>	Date: / /
<b>Email:</b>	
<b>Mobile:</b>	
<b>Postal Address:</b>	<hr/> <hr/>
<b>Customer Signature:</b>	

**We'd love to hear from you!  
Here's how you can contact us:**

#### In Person

Town Hall, 135 Canning Highway  
EAST FREMANTLE WA 6158  
Monday to Friday 8:30am to 4:30pm

#### Telephone

(08) 9339 9339 Monday to Friday 8:30am to 5:00pm

#### Email / Website

admin@eastfremantle.wa.gov.au  
www.eastfremantle.wa.gov.au/contact-us.aspx

#### Post

Chief Executive Officer  
Town of East Fremantle  
PO Box 1097, FREMANTLE WA 6959

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TOWN of  
**EAST FREMANTLE**



**Customer  
Service Charter**

## Our Commitment to you

The Town of East Fremantle is committed to making every effort to deliver the highest standards of service by adhering to our Customer Service Principles:

- We are committed to assisting you to the best of our ability.
- We are committed to continuous development and improvement of our service standards. We actively seek your feedback on our services.
- We strive to provide friendly, informative and efficient service every time.
- We will endeavour to resolve your issue or enquiry within a single interaction, where possible. If this is not possible, we will keep you informed.
- The Town acknowledges that internal customer service is equally as important as external customer service, and by supporting one another we ensure the community receives the best level of service available.

You can help us meet our commitment to you by:

- Contacting us so that we can resolve concerns you may have.
- Providing as much relevant and accurate information as possible for our officers to assist you.
- Treating our officers in the way you would like to be treated.
- Informing the Town promptly of any changes to your personal details, and letting us know how you would like to hear from us.
- Engaging/participating in community consultations so that we can understand your views.
- Providing us with feedback so that we can assess and continually improve our performance and the level of services we provide.

## Our Vision

Inclusive community, balancing growth and lifestyle

- 1 **Social** – A socially connected, inclusive and safe community.
- 2 **Economic** – Sustainable, “locally” focused and easy to do business with.
- 3 **Built Environment** – Accessible, well planned built landscapes which are in balance with the Town’s unique heritage and open spaces.
- 4 **Natural Environment** – Maintaining and enhancing our river foreshore and other green open spaces with a focus on environmental sustainability and community amenity.
- 5 **Leadership & Governance** – A proactive, approachable Council which values community consultation, transparency and accountability.

We will help you the **RITE** way:

**RESPECT**  
**INTEGRITY**  
**TEAMWORK**  
**EMPATHY**



## Our Contact and Service Standards

We are committed to communicating with you in a timely manner and being as responsive as possible to your issues, enquiries and concerns.

**Contacting us in person** When you make an enquiry in person at the Town Hall, we aim to resolve it as soon as practicable. If your query requires technical advice we will refer you to the appropriate staff member. If the staff member is not available, follow-up contact will be made with you within 24 hours.

**Contacting us by telephone** We will answer calls promptly and resolve your enquiry immediately where possible. If your query requires technical advice we will refer you to the relevant staff member. If no-one is available we will have your call returned within 24 hours.

**Writing to us** If your correspondence to us requires us to take action, your request will be acknowledged as soon as practicable and we will endeavour to provide a detailed response within seven working days.

**Contacting us via our website** We will provide up-to-date information including forms, fact sheets, answers to Frequently Asked Questions (FAQs), meeting agendas and minutes. If you need our help after hours, contact details are available at our website, or you can leave a message on 9339 9339 if the matter is urgent. In the case of an emergency, call 000 for assistance.

## Feedback

So that we continue to enhance the level of customer service we provide, we are focussed on continuous improvement. To help us achieve this, we need your input. You are invited to provide feedback by phone, letter, email or in person and will be responded to in the same way.

The Town of East Fremantle will receive all feedback in a positive way and respond in an equitable and unbiased manner.