

# Our Customer First Charter and Standards for Contractors

We are committed to providing you with the best possible experience

## We will help you by:

- Listening
- Treating you with dignity and respect
- Being fair and honest
- Providing clear and accurate information.
- Seeking to resolve your request at first contact
- Respecting and maintaining your privacy and confidentiality
- Keeping you informed

## Please help us by:

- Providing accurate, timely and relevant information
- Treating staff with respect and dignity
- Respecting the rights of other customers
- Respecting community property
- Providing us with constructive and honest feedback

Any signs of threatening or unreasonable behaviour are unacceptable and may result in:

- Communication being ceased
- Access to services and facilities being discontinued

## Safety First:

It is imperative that all City contractors carry out work in a safe manner.

The City expects all contractors to comply with the below :

- Complete the City of Melville Contractor Induction for all workers
- Provide all required documentation for the agreed work (insurances, permits, Job Hazard Analysis, Safe Work Method Statement)
- Report all incidents and hazards in a timely manner
- Identify all risks associated with the agreed work
- Eliminate or minimise those risks as far as reasonably practicable

If you require further assistance, please contact your City representative.



# Your feedback is important

We would like to hear from you whether you have a compliment, a complaint or a suggestion.

## We value your feedback

- You can provide us with feedback on:
- The standard of a service
  - The behaviour of an employee, contractor or Elected Member (Councillor)
  - The action or lack of action by us, which results in failure to deliver on a commitment
  - A third party who is under our jurisdiction

Your feedback assists us to identify strengths and problems areas and generate ideas for service improvements.

## We welcome your feedback

- You can provide feedback via any channel available to you:
- Online:  
[www.melvillecity.com.au/feedback](http://www.melvillecity.com.au/feedback)
  - Email: [melinfo@melville.wa.gov.au](mailto:melinfo@melville.wa.gov.au)
  - Telephone: 1300 635845 or 9364 0666
  - Mail: City of Melville, Locked Bag 1, Booragoon, WA 6954
  - In person: at any City of Melville facility and to any City of Melville employee

## Handling your feedback

- When receiving your feedback we will:
- Acknowledge and address your feedback promptly
  - Treat it confidentially and in accordance with our customer feedback complaints policies
  - Consider all relevant information regarding your feedback and seek resolution
  - Communicate to you any decisions or actions taken regarding your feedback

## Responding to feedback

- We will manage your feedback in an accountable, transparent, timely and meaningful way.
- Escalate your concerns to a senior officer
  - Offer further conciliation, when appropriate
  - Refer you to the Western Australian Ombudsman’s Office

## CONTACT US

**Street Address:** City of Melville Civic Centre 10 Almondbury Road, Booragoon, 6154  
**Postal address:** Locked Bag 1, Booragoon WA 6954  
**Telephone:** 08 9364 0666 | 1300 635 845  
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