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CUSTOMER SERVICE CHARTER

We will strive to deliver a standard of service that our customers are proud to receive and we are proud to provide through:

WHEN YOU VISIT OUR OFFICES WE WILL:
• Greet you and let you know if there may be service delays
• Keep waiting time to a minimum
• Treat you with respect, courtesy and dignity
• Listen to you carefully and fully consider your point of view
• Help you with accurate information on our products and services
• Help you understand documents and forms
• Assist you to contact other officers or agencies if required.

WHEN YOU TELEPHONE US WE WILL:
• Answer the phone promptly
• Try to solve your problem ourselves or refer you quickly to someone who can
• Call you back if we cannot resolve your query promptly.

WHEN YOU WRITE TO US WE WILL:
• Reply to you promptly by phone or letter, whichever is most suitable
• Invite you to contact us again if we can’t solve your problem completely.

HOW YOU CAN HELP US:
• Treat us with respect and courtesy – we will do our best for you
• Tell us if your contact details change
• Let us know if there is anything you do not understand
• Let us know of your experience with our service and any ideas you can share for us to improve it.

IF YOU CAN’T AGREE WITH AN OFFICER’S DECISION:
• We will help you access the review process.
## DOCUMENT HISTORY

**Owner:** Operational Policy Unit  
**Division:** Service Delivery Central  
**Phone:** (08) 9222 4666  
**Email:** GeneralEnquiries@housing.wa.gov.au

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<td>May 2016</td>
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<td>15/D1519883</td>
<td>Nhi Nguyen – A/Policy and Practice Support Officer</td>
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<td>Kylie George A/Business Solutions Manager</td>
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