



Government of **Western Australia**
Housing Authority

HOUSING AUTHORITY

CUSTOMER SERVICE

CHARTER

May 2016

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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

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 Division: Service Delivery Central
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