



BUNBURY HARVEY
REGIONAL COUNCIL
HARVESTING RESOURCES FROM YOUR WASTE

CUSTOMER SERVICE CHARTER

This document has been updated and combined with the Complaints Management document to create one Policy.



Contents

INTRODUCTION.....	3
PURPOSE.....	3
SCOPE.....	3
VALUES.....	4
VISION.....	4
MISSION.....	4
OUR CLIENT SERVICE PRINCIPLES.....	5
SERVICE STANDARDS.....	6
FREEDOM OF INFORMATION.....	7
FEEDBACK.....	7
COMPLAINTS MANAGEMENT.....	7
ETHIC AND INTEGRITY.....	10

INTRODUCTION

Bunbury-Harvey Regional Council (BHRC) was established in 1990 as a waste management authority to manage the municipal waste generated from both the City of Bunbury and the Shire of Harvey. BHRC operate on behalf of two councils, the Stanley Road Waste Management Facility which includes a Class II landfill and recycling facilities, and the Banksia Road Organics Processing Facility which was established in 2013. This facility processes organic food and garden waste collected from the councils of the Wellington Regional Group (City of Bunbury, Shires of Harvey, Capel, Collie, Dardanup, and Donnybrook-Balingup) and those that deliver to site.

As a prescribed premise, both facilities are required to hold an Environment Protection Licence (EPL) under Part V of the Environmental Protection Act 1986 and are managed in accordance with the operating licenses issued by the Department of Water and Environmental Regulations (DWER).

The BHRC provides personnel to manage, supervise, operate and maintain both sites in accordance with the EPL and other relevant regulatory requirements.

PURPOSE

The Bunbury-Harvey Regional Council is committed to the provision of timely, efficient, consistent, and quality services provided by polite and informed Officers that meet our Client's expectations. To achieve this, Clients are encouraged to voice their opinions.

The aim of Council Officers is to work toward increasing Client satisfaction and striving to continuously improve our services by responding to Client feedback as efficiently and effectively as possible.

We are committed to recognizing a client's right to make a complaint, comment or suggestion about the standards and quality of the service and programs provided and to ensure that we make every effort to maintain the highest standards of service to meet the needs of our Clients in a professional and ethical manner with courteous and efficient service.

SCOPE

Updated in accordance with the Strategic Community Plan 2018-2022. Council Resolution OC291118-1577 29 November 2018

This policy is intended to provide clear direction to all staff, visitors and contractors undertaking activities for the Bunbury Harvey Regional Council.

The Strategic Community Plan 2018 outlines the values that guide the direction of the operations of the Bunbury Harvey Regional Council into the future.

VALUES

Excellence:

To provide best practice facilities and waste services to our community through the development of quality controls and continuous improvements.

Leadership:

Having a clear vision and direction, that engages with key stakeholders and our community.

Accountability:

To ensure the collection and management of solid waste and recovered materials in an environmentally sound manner and in accordance with regulatory requirements and the Department of Water and Environmental Regulation licence conditions.

Integrity:

Acting with a level of trust, respect, honesty, hard work, communication and shared responsibility that is exhibited by its people.

Innovation:

Embrace new and better ways to achieve improved results through creativity, inventiveness and teamwork.

Respect

We value diversity and respect and are committed to work towards integrating the principles of Equal Employment Opportunity and ensure that the work environment is free from harassment and discrimination. We value and respect all members of our community.

VISION

To develop, implement and maintain innovative and sustainable waste reduction, recycling and landfilling services while managing waste facilities with best practice standards for the councils of the Wellington Region and beyond.

To provide sustainable waste minimization, recycling and alternative waste treatment services to an informed community while reducing the environmental impact of waste and maximizing the conservation of natural resources through reduced material use and increased resource recovery.

MISSION

To ensure the delivery of an integrated, cost-effective and environmentally sound waste management system and to promote sustainable community programs and policies ensuring that the health, diversity and productivity of the environment is maintained or enhanced for the benefit of future generations.

Reduce the environmental impact of waste and maximize conservation of natural resources through reduced overall material use and increased materials and energy recovery.

OUR CLIENT SERVICE PRINCIPLES

Responsiveness

- We will respond promptly to your enquiries through our phone, email and web service;
- We aim to respond to phone enquiries and emails within three (3) working day - and mail correspondence within 10 working days;
- We will provide accurate and up to date information, when you need it.

Quality service

- Our people understand your issues because of their extensive experience within the business;
- We aim to tailor our services to meet your needs.

Confidentiality

- We have systems in place to ensure that we protect your confidential information;
- We will handle all your information in accordance with the *Privacy Act 1998*.

Transparency

- We will be open and transparent about our processes;
- All our information is published on our website;
- We aim to provide consistent and clear information across our communication channels;
- Our staff must disclose conflicts of interest.

Professionalism

- Our business dealings with you will be conducted with integrity and honesty;
- Our people will focus on helping you find solutions to your business needs;
- Every Client is treated equally;
- Our people will be accountable in their dealings with you;
- If you use our web services you can expect:
 - To contact us when and where it is convenient for you, with social media and direct *Contact Us* access via the website;
 - The website is easy to use with customized content so you can quickly find what you need;
 - To access our information on any device at any time that suits you.

SERVICE STANDARDS

New section added

What you can expect:

We will:

- Treat customers with courtesy, respect and understanding;
- Deal with your request promptly;
- Supply our customers with accurate information;
- Take ownership of your enquiry and always strive for first contact resolution; *and*
- Ensure our website contains quality and easily accessible information.

In person

- We will provide you with a friendly, positive, professional and efficient service;
- All staff will wear an identifying uniform;
- We will listen and discuss your requirements in full; *and*
- We will take ownership of your enquiry and strive for first contact resolution.

If our staffs are unable to assist with your enquiry, an appropriate Officer will be called and will attend as soon as possible.

If the Officer you have requested is not available, we will ensure an appropriate Officer attends to your enquiry. Alternatively, we will arrange for the Officer to contact you to schedule an appointment.

On the telephone

- We will endeavour to answer your call within six (6) rings;
- We will answer all calls courteously and introduce ourselves;
- We will make every effort to take ownership of your enquiry to reduce transferred calls but if we need to transfer your call, we will ensure that you are put in contact with the most appropriate person; *and*
- We will return any messages within one (1) business day.

Social media

- We will endeavour to reply to your query within one (1) business day.

In writing

(Including letters, email and fax)

- We will write to you in clear, concise language that is easy to understand;
- General correspondence will be responded to within ten (10) business days; *and*
- If your enquiry is complex and requires in-depth research or is of a technical nature that will take longer than ten (10) business days, we will acknowledge your letter, provide details of the Officer handling your enquiry and, where possible, provide a completion date.

FREEDOM OF INFORMATION

It is the aim of the BHRC to make information available promptly and at the least possible cost and whenever possible, documents will be provided outside the FOI process.

If information is not routinely available, the *Freedom of Information Act 1992* provides the right to apply for documents held by BHRC.

(See *Freedom of Information Policy Statement*)

FEEDBACK

Feedback includes compliments, complaints, suggestions or any other information about our program delivery, services or performance.

You can provide feedback in person, via phone, email or by using our online contact form.

If you have a concern, we appreciate you providing us with an opportunity to resolve it. All concerns raised can expect to be handled in a fair, confidential and responsive manner free from prejudice.

COMPLAINTS MANAGEMENT

By providing an efficient, fair and accessible mechanism for resolving complaints and ensuring that all complaints are heard and resolved as soon as possible, BHRC will promote a positive attitude towards issues and provide clients with the information that is required.

BHRC will demonstrate its commitment to providing an effective complaint management system by adopting the following principles for good practice:

Customer Focus

BHRC is committed to effective complaint management and values feedback through complaints, comments or suggestions and information about how and where to complain is publicised to clients, members of the public, staff and other interested parties.

The BHRC website has a direct link to '*contact us*' on the home page of our website and we are very responsive to requests.

Any of the appropriate staff can be contacted directly via phone or email and will attempt to deal with any complaint received at the first contact.

A register of all complaints is kept electronically using the Complaints Register.

Responsiveness

Receipt of a complaint is acknowledged to the complainant within three (3) working days and the complainant is kept informed throughout the process.

Objectivity and Fairness

Complaints are dealt with in an equitable, objective and unbiased manner.

Confidentiality

Personal information collected in relation to a complaint is confidential and only used for the purposes of addressing the complaint and any follow up actions.

Remedy

If a complaint is upheld, BHRC will provide a remedy.

Review

There are opportunities for internal and external review and/or appeal regarding the BHRC's response to a complaint, and complainants are informed about these avenues if they are not happy with the outcome provided.

BHRC will make every effort to provide a satisfactory outcome to matters raised. However, if you are not satisfied with the outcome of our review you may wish to take further action such as:

- You may request that the CEO conduct a review of the result;
- You may request the Council conduct a review of the result *or*
- You may request assistance from the Western Australian Ombudsman.

Ombudsman Western Australia

PO Box Z5386

St Georges Terrace PERTH WA 6831

Level 2, Albert Facey House

469 Wellington Street Perth WA 6000

Telephone: 08 9220 7555

Free call: 1800 117 000

Email: mail@ombudsman.wa.gov.au

Accountability

Complaint management procedures are clearly established and complaints and responses to them are recorded, monitored and reported to management.

Complaint data will be analysed to identify and address recurring or systemic issues and will be used to improve service and program satisfaction and performance.

Responding to a Complaint

A complaint can be made in person, by phone, email or directly from the website.

When a complaint is received BHRC will:

- Acknowledge receipt of the complaint within three working days.
- Attempt to resolve the complaint by talking to the relevant officer or supervisor. If this is not satisfactory refer the complaint to the CEO.
- Where a complaint is not fully understood, a BHRC officer will telephone the complainant to ensure that we understand the issue correctly.
- Aim to resolve the complaint and respond to the complainant within:
 - 15 working days for minor complaints.
 - Up to 60 days for more complex complaints.
- Where timeframes cannot be met the complainant will be contacted to negotiate a revised response date and provide reasons for the delay.

BHRC is committed to achieving the best possible outcomes for all complainants and will endeavor to resolve all complaints in an unbiased, fair and timely manner. In the event the complainant is not satisfied with the outcome of their complaint you may advise them to seek an internal review via the CEO, council or alternatively refer to the WA Ombudsman, contact information as above.

Anonymous complaints will be accepted and assessed, but it should be noted these may be difficult to investigate due to lack of information.

Any complaints received in regard to the product produced by the Banksia Road Organics Processing Facility will also be forwarded to the Australian Organic Certification as per Procedure: Waste Reveal and Acceptance.

Recording of Data

Complaint data from the Customer Complaints Form is to be recorded on the Complaints Register and is categorized to enable the different sites and departments to easily view items that may be relevant to a particular site. This will allow management to review policies and procedures that may be in need of review to enable improvement of customer service and programs on a site-specific basis.

All correspondence relating to feedback and complaints will be managed in accordance with the Record Keeping Plan.

Continuous Improvement

Information from the Complaints Register will be regularly reviewed and analysed to assess its efficiency and effectiveness.

Any actual proposed improvements to services or programs will be followed up and acted on by the appropriate site supervisor.

ETHIC AND INTEGRITY

All BHRC employees shall observe the highest standards of ethics and integrity in undertaking activities and to act in an honest and professional manner that supports the standing of the BHRC in compliance with the Council's Complaints Management Policy.

Chief Executive Officer

Name: Tony Battersby
Address: Lot 45 Stanley Road
WELLESLEY WA 6233
Postal: PO Box 111
AUSTRALIND WA 6233
Phone: (08) 9797 2404
Mobile: 0407 990 659
Email: tbattersby@bhrc.wa.gov.au

Administration Office:

Address: Lot 45 Stanley Road
WELLESLEY WA 6233
Postal: PO Box 111
AUSTRALIND WA 6233
Phone: (08) 9797 2404
Email: admin@bhrc.wa.gov.au
Opening Hours:
Monday to Friday 7:00am to 4:00pm

Stanley Road Waste Management Facility

Address: Lot 45 Stanley Road
Wellesley WA 6233
Postal: PO Box 111
AUSTRALIND WA 6233
Phone: (08) 9797 2404
Email: weighbridge@bhrc.wa.gov.au

Facility Operating Hours:

Monday to Friday 7:00am to 5:00pm
Saturday to Sunday 8:00am to 5:00pm
Public Holidays 8:00am to 5:00pm

Closed:

Christmas Day, New Year's Day & Good Friday

Banksia Road Organics Processing Plant

Address: Lot 81 Marginata Road
Crooked Brook WA 6232
Postal: PO Box 111
AUSTRALIND WA 6233
Phone: Jai Pearce 0400 808 488
Email: jpearce@bhrc.wa.gov.au

Facility Operating Hours:

Monday to Friday 7:00am to 4:00pm
Saturday to Sunday Closed
Public Holidays 7:00am to 4:00pm

Closed:

Christmas Day, New Year's Day & Good Friday

The Banksia Road Organics Processing Facility is not open to the general public.

DOCUMENT CONTROL			
DOCUMENT OWNER		Chief Executive Officer	
RESPONSIBLE FOR REVIEW		Compliance Officer	
DOCUMENT: CUSTOMER SERVICE CHARTER			
DATE	VERSION	DESCRIPTION OF CHANGE	RESOLUTION No.
12/01/2016	V01	Customer Service Charter New Document	OC81023-1394
31/03/2016	V01	Complaints Management: New Document	
04/11/2019	V02	Customer Service Charter and Complaints Management combined into one document. Logo changes and Update Contact details	