

Our commitment to you

The City of Mandurah is committed to providing the best possible service that it can. As such Council strives to achieve customer service excellence and to deliver services in a professional, coordinated and timely manner.

The City has a Customer Service Charter and Service Delivery Standards that sets out our commitment to service standards and turnaround times. We measure our performance against those standards and customer compliments are another source of information about how well we are performing.

Customer compliments support and expand upon the commitments of the City's Customer Service Charter and are a valuable element in understanding our customers views in relation to the services we provide and the customers experience of the delivery of those services. Where Council has exceeded your service expectations we would like to hear about it.

This document explains our broad approach to handling compliments.



We strive to deliver **quality customer service** reflecting the City's values of **Trust, Respect, Integrity** and **Confidence**



In person:
Administration Building
3 Peel Street, Mandurah
Monday to Friday
8.30am to 4.30pm

By phone: 9550 3777

By email: council@mandurah.wa.gov.au

In writing:
Chief Executive Officer
City of Mandurah
PO Box 210
Mandurah, WA 6210

By fax: 9550 3888

Website: www.mandurah.wa.gov.au

SERVICE COMPLIMENTS



