

FORM 04.07.A
CUSTOMER ACTION REQUEST

The Shire of Laverton collects your personal information in order to assess your Customer Request. The information will only be used by authorised persons. Your information will not be given to any other person or agency unless you have given us permission or we are required to do so by law. The provision of your information is voluntary. Please note, it is Council policy that anonymous requests may not be investigated.

CUSTOMER'S DETAILS:		
NAME		
ADDRESS:		
EMAIL:		
CONTACT NOS:	HOME:	WORK:
		MOBILE:
		FAX:
RECEIVING OFFICER TO COMPLETE:		
DATE RECEIVED	RECEIVING OFFICER	ACTIONING OFFICER
.....
REFER TO CEO IF UNKNOWN		
RECEIVED BY:	TELEPHONE: <input type="checkbox"/>	LETTER: <input type="checkbox"/>
	IN PERSON: <input type="checkbox"/>	EMAIL: <input type="checkbox"/>
CUSTOMER TO COMPLETE NATURE AND DETAILS OF REQUEST BELOW:		
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Would you like to be informed when this request is complete? YES: <input type="checkbox"/> NO: <input type="checkbox"/>		SIGNATURE OF CUSTOMER:
Preferred method of contact: TELEPHONE: <input type="checkbox"/> LETTER: <input type="checkbox"/> EMAIL: <input type="checkbox"/>		
ACTIONING OFFICER TO COMPLETE - ACTION TAKEN / TO BE TAKEN:		
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DATE COMPLETED	COMPLETED BY	SIGNATURE OF ACTIONING OFFICER:
.....
COMPLETION DETAILS:		
Customer informed by: TELEPHONE: <input type="checkbox"/> LETTER: <input type="checkbox"/> IN PERSON: <input type="checkbox"/> EMAIL: <input type="checkbox"/> NOT REQUIRED: <input type="checkbox"/>		
DATE CUSTOMER INFORMED OF ACTION TAKEN/TO BE TAKEN:		INFORMED BY:
.....	
COMPLETION NOTED BY CEO:		
DATE:	SIGNATURE:	
.....	

Customer Action Required (CAR) Form – Information

Customer Action Request Forms are available from:

- The Shire Office, 9 MacPherson Place, Laverton WA 6440
- The Contact page of the Shire of Laverton website at www.laverton.wa.gov.au/contact-us
- By emailing a request to ratesadmin@laverton.wa.gov.au to have a copy of the form sent to you
- Any Councillor of the Shire of Laverton

Lodgement of Customer Action Request Forms

Forms can be lodged:

- In person at the Shire Office, 9 MacPherson Place Laverton
- By post to Shire of Laverton, PO Box 42, Laverton WA 6440
- By telephone – Phone (08) 9031 1202 and provide details over the phone to a Council Officer
- By facsimile – fax completed CAR form to the Shire on (08) 9031 1340
- By email to: reception@laverton.wa.gov.au

Explanation of the CAR Form

Customer's Details

Details of the customer requesting action can be completed by the customer or the receiving officer. Necessary for follow up, clarification and to advise of action taken.

Receiving Officer to Complete

This section needs to be completed by the officer receiving the request. This is important to record details of when the request was initially made and who will be responsible for following up and dealing with the request. If the receiving officer is not sure of who is the appropriate officer to deal with the request then the CEO should be consulted.

Actioning Officer to Complete

This section needs to be completed by the officer responsible for the respective area of the Shire's operations. The actioning officer is to record what is or has been done to complete the request so the customer can be informed. If action is not proposed or not necessary a reason should be recorded.

Completion Details

If the customer has requested to be informed of the action taken, then ideally the actioning officer should advise the customer by the customer's preferred method of contact. Otherwise the actioning officer should make arrangements with another staff member to do this. Whoever contacts the customer should complete this section.

Once the request has been completed and the customer informed, the form is to be presented to the CEO to sign. This provides the CEO with the opportunity to gain an understanding of the frequency and nature of requests and how promptly the Shire is dealing with the request.

-----Office Use Only-----

Process Flow-Chart

- Customer initiates request – provides customer's details and nature/details of request
- Receiving Officer ensures all details in sections headed 'Customer's Details', 'Receiving Officer to Complete' and 'Customer to Complete' are completed and filled in correctly;
- CAR form passed on to the Records Officer. A copy of the CAR form is placed in file in a separate file (File 582) in the Records system established for CAR forms;
- The Records Officer then forwards the CAR form to the Actioning Officer for actioning.
- Once the request is dealt with, the Actioning Officer is to inform the Customer (if required) of the action taken and complete the section headed "Completion Details";
- The Actioning Officer then forwards the completed CAR form to the CEO for signing off.
- Once signed off by the CEO the CAR form will be returned to the Records Officer for filing.

Reports

- At the end of each quarter, the Records Officer will compile a report on the CAR's for inclusion in the Information Bulletin.
- This report is to include statistical information such as number of CAR's received during the quarter and for the year to date, as well as how many CAR's remain outstanding at the end of the reporting period;
- This report is to be at summary level (i.e. no detail or customers' names) with requests grouped into similar categories.