



Customer Service Charter



Jodi Cant
Chief Executive

What's at the heart of everything we do?

At Landgate, our values are at the heart of everything we do. They reflect our critical role as a trusted, true and secure guardian of property rights. Our values express our focus on our customers, our people and our community.

The Landgate Customer Service Charter aims to clearly articulate the quality and standards customers can expect when engaging with Landgate and its people. We will be transparent in all aspects of our performance by publishing quarterly reports on our website.

We are committed to continuous improvement and welcome your feedback, your voice matters.

About Us

Landgate is Western Australia's primary source of land information and geographic data, providing the accuracy that government, business and individuals rely on. Landgate maintains Western Australia's official register of land ownership and survey information, and is responsible for valuing the state's land and property for government interest.

Landgate provides Western Australians with easy access to location information including:

- property details
- property interest reports
- titles
- valuations – state, local government and other statutory authorities
- property sales reports
- maps
- aerial imagery
- satellite imagery.

Our commitment to you

- deliver prompt, timely and knowledgeable information and advice about our products and services
- always provide courteous and practical advice
- provide an easily accessible, fair and equitable complaints handling process where we work with you to resolve problems
- listen and act on your feedback to improve business decision making and drive improvements.

What you can expect from us

Service indicator	Our target
At our service counters	
Queue waiting times	90% of customers (with simple transactions) served in under 10 minutes
Contact Response	
Telephone queues	85% answered in under 60 seconds
Email	80% answered within 2 working days
Correspondence (mail, fax)	90% responded to within 10 working days
On our website	
Availability of website services	Average 99% system availability
Operational performance	Published weekly
Overall satisfaction targets	
Customer satisfaction	Greater than 70%*
You will always know who is serving you	100% of the time

* Customers rating Landgate 8,9 or 10 out of 10

Tell us what you think

We value your feedback as it helps us to understand what is important to you and where we need to improve.

- We will acknowledge receipt of your feedback within 2 hours.
- We will inform you within 10 working days of a resolution or if further action is required.

If you wish to provide us with feedback you can:

- Contact our Quality Assurance and Compliance Officer on 1300 365 288 (free local call), email feedback@landgate.wa.gov.au or use the [online Feedback Form](#).
- Call our Customer Service team and ask to speak to
 - the staff member you have been dealing with or
 - a Compliance and Quality Assurance Officer.
- Write to the Director Customer Service at Landgate (email feedback@landgate.wa.gov.au).

Contact us

Landgate office hours 8.30am to 5.00pm
(Lodgement hours 8.30am to 4.30pm)

Landgate - Midland head office

1 Midland Square

MIDLAND WA 6056

Tel: +61 (0)8 9273 7373

Email: customerservice@landgate.wa.gov.au

Website: landgate.wa.gov.au

Postal Address: PO Box 2222, MIDLAND WA 6936

Document lodgement sites

Document lodgement hours strictly 8.30am to 4.30pm

Landgate - Midland head office

1 Midland Square

MIDLAND WA 6056

Landgate - Perth business office

200 St Georges Terrace

PERTH WA 6000