

+ Customer Service Charter

Our customers are at the heart of everything we do.

Landgate's Customer Service Charter provides a clear understanding of the quality and standards that you, our customers, can and should expect when engaging with Landgate.

Our purpose

Landgate is the guardian of property ownership in Western Australia and is the custodian of the State's location information asset. Our role underpins the economic security and prosperity of the State and citizens of Western Australia.

We provide a secure land titles system, impartial land valuation services and authoritative location information – all vital to the Western Australian property market and the State's economy.

We are the State's trusted and respected source of location information, helping to inform important decision-making in government, business and the community.

Our commitment to our customers

We are committed to always improving our service: we want to make dealing with Landgate as quick, easy and pleasant as possible. Our customers can always expect us to:

- Deliver knowledgeable information about our products and services in a timely and prompt manner.
- Engage in a way that reflects our organisational values: to commit and act; to be dynamic and engaged; to innovate and achieve; and to be honest and true.
- Provide an easily accessible, fair and equitable complaints handling process where we work with our customers to resolve problems.
- Listen and act on all feedback to improve customer service, business decision making and to drive improvements.
- Respond, even if we don't have the answer yet; we manage our time to ensure we can respond to emails and return calls.

Our service standards

Service indicator	Our target
At our service counters	
Queue waiting times	85% of customers served in under 15 minutes
Contact Response	
Telephone queues	85% answered in under 90 seconds
Email, Correspondence (mail, fax)	80% acknowledged within 24 hrs of receipt
Webchat	90% answered in under 90 seconds

Overall satisfaction targets	
Customer satisfaction	Greater than 80%*
You will always know who is serving you 100% of the time	
*Customers rating Landgate 8, 9 or 10 out of 10.	



Our feedback commitment

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

We will acknowledge receipt of your feedback within 24 hours and will inform you within 10 working days of a resolution or if further action is required.

Document lodgement sites and counter services

Opening 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

Contact us

Landgate office hours 8:30am to 5:00pm

Website: landgate.wa.gov.au

Webchat: During office hours, we have webchat available, look for a pop up in the bottom right hand corner of your web browser.

Phone: +61 (0)8 9273 7373

National Relay Service: 133 677

Email: customerservice@landgate.wa.gov.au

Mail

Postal Address: PO Box 2222, MIDLAND WA 6936

In person: Midland head office

1 Midland Square
MIDLAND WA 6056 OR

Landgate - Perth business office

200 St Georges Terrace
PERTH WA 6000