

Customer Charter

PRIDE: Alliance Housing (WA) will at all times strive to deliver a standard of service that our customers are proud to receive and we are proud to deliver.

When you attend our office we will:

- Greet you openly and in a friendly manner
- Keep your waiting time to a minimum
- Treat you with respect, courtesy and dignity
- Listen to you and fully consider your situation
- Assist you with accurate information on our services
- Ensure you understand documentation
- Assist you to contact other agencies if required

When you write to us we will:

- Reply to you promptly by phone or letter
- Invite you to contact us further if we can't solve your problem entirely

When you phone us we will:

- Answer the phone as promptly as possible.
- Try to solve your issue or refer you quickly to someone who can.
- Call you back if we can't resolve your query initially

How you can help Alliance Housing (WA):

- Treat us with respect and courtesy -we will do our best for you at all times
- Advise us if your contact details change
- Let us know if there is anything you don't understand
- Give us feedback on our service -it is welcome

If you don't agree with an officer's decision:

- We will assist you to access the review process