



Customer Service Charter

We are committed to excellent customer service.

This charter sets out the standard of service you can expect from us.

Signed by:

We commit to:

- Attending to you promptly
- Greeting you in a friendly manner
- Listening to what you have to say
- Being polite and friendly
- Providing accurate and helpful advice
- Being transparent and accountable
- Encouraging behaviours and practices that help minimise waste to landfill
- Providing a safe environment

Your feedback

We value what you think!

Your feedback, both positive and negative, provides us with useful information which can help us to improve what we do.

Tel: **08 9306 6303**

Email: **admin@mrc.wa.gov.au**

- Comments and complaints will be acknowledged by telephone within 2 days of being received
- A formal, interim written response will be sent out within 5 days of the comment or complaint having been received

Reduce, Reuse,
Recycle and
Dispose Wisely

