

+ 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.

About Landgate

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 because at the end of the day, we want to make dealing with Landgate as quick, easy and pleasant as possible. Our customers can always expect from us:

- Deliver knowledgeable information and advice about our products and services in a timely and prompt manner.
- Engage with our customers, our people and the community 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.	



Customer feedback and complaints

At Landgate we value your feedback; it helps us to understand what is important to you. Your insights help us to improve our products and services as well as telling us what we are doing well. We realise that sometimes, despite our best efforts, you may not be satisfied with a product or the service that has been provided to you. If you choose to register a complaint with us, we commit to:

- Working with you to understand your complaint and determine a mutually agreeable solution.
- Handle your complaint quickly, fairly and with sensitivity.
- Learn from your feedback/complaint so that we may improve our service to others.

Landgate's feedback/complaints handling process, which is overseen by the Director of Customer Service, complies with guidelines from the Western Australian Ombudsman which focus on:

- Equity and fairness.
- Efficiency.
- Health and safety.
- Managing and preventing unreasonable conduct.

How you can provide feedback

You can provide your feedback or complaint by providing a simple statement telling us the nature of the service/product you have an issue with staff member you dealt with (if known) and some contact details for getting back to you.

Feedback including complaints can be provided using any of the following methods:

- Contact our Customer Service team on 1300 365 288 (free local call)
- Email feedback@landgate.wa.gov.au
- Complete the online [feedback form](#)

For a step-by-step guide on how to lodge a complaint and the feedback process in general, please view: [Feedback Process](#) on the Landgate website.

How we handle your feedback

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

Landgate staff have the authority and skills required to record and manage your feedback or complaint regardless of whether it relates to an incorrect order, a billing or technical issue or a standard enquiry.

Our process for handling complaints is reviewed regularly to ensure it is delivering efficient and effective outcomes. Where correspondence received by Landgate contains personal abuse, inflammatory statements or material clearly intended to intimidate, it will be returned to the sender and the issue will remain unresolved.

This charter relates to customer feedback concerning the delivery of Landgate products and services. Public Interest Disclosures (PID) and allegations of misconduct and corruption are separately addressed, information regarding those items can be located on [Landgate's website](#). If you feel the reply is unsatisfactory you may take the matter up with Landgate again. If after further discussion you remain dissatisfied, you have the option to refer the matter to the Ombudsman Western Australia.



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

Contact us

Landgate office hours 8:30am to 5.00pm

Website: landgate.wa.gov.au

Webchat: During business 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