

Report of Governance to the Ordinary Meeting of Council held on Monday 21 November 2016

GO6 – Customer Service Charter Policy Review

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Customer Service Charter Policy Review

243371

TRIM 2370

EXECUTIVE SUMMARY

- The Customer Service Charter Policy details our service and communication commitment to our customers.
- The purpose of this report is to seek a resolution from Council to exhibit the revised Customer Service Charter Policy.
- It is recommended the revised Customer Service Policy Charter be placed on Public Exhibition whereby consideration shall be given to any submissions prior to adoption of the Policy.

REPORT

The Customer Service Charter Policy details our service and communication commitment to our customers.

The new Customer Service Charter Policy has been developed to outline Council's service standards and provide an understanding of what customers can expect from us, and what we ask of our customers. The Charter also outlines how customers can make a complaint if our standards are not met and provide methods of welcoming positive feedback about the quality customer service experiences being provided by our staff.

CONSULTATION

Council Customer Service Staff feedback was considered and informed the review of the Customer Service Charter Policy. It is recommended that the community be consulted by way of placing the Draft policy on public exhibition seeking any comments for consideration prior to it being adopted by Council.

FINANCIAL IMPLICATIONS

This matter has no financial impact on Council's adopted budget or forward estimates.

ATTACHMENTS INCLUDED IN A SEPARATE BOOKLET

1. Draft Customer Service Charter Policy
2. Summary of Changes - Customer Service Charter Policy

RECOMMENDATION

That the revised Customer Service Policy Charter be placed on Public Exhibition whereby consideration shall be given to any submissions prior to adoption of the Policy.